

ANNUAL
REPORT
2018

LOJAS RENNER S.A.



CMICADO

youcom

realize

INTRODUCTION

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ABOUT THE REPORT

GRI 102-45, 102-53

OBJECTIVE

This Report, published annually, puts into practice our commitment to transparency and open dialogue with all stakeholders.

Here we present clear information about Lojas Renner S.A., how we do business, our strategy for sustaining our businesses and creating value as well as our performance in 2018.

IMPORTANT NOTE!

Throughout this report, whenever we use the terms “Lojas Renner S.A.” or “our company,” we refer to lojas renner (renner) and its subsidiaries camicado, youcom, and realize.

When we specifically refer to one of our businesses, we use the terms Renner, Camicado, Youcom, Realize, or simply “business”.

BEST PRACTICES

We have adopted internationally recognized guidelines - the Global Reporting Initiative (GRI) since 2010 and the Integrated Reporting (IR) since 2015 - standards that guide the dissemination of topics relevant to the companies’ sustainability while providing the reader with comparability and transparency. We also promote the assurance for this report by independent auditing company that attests to data veracity.

For the first time, we published the Annual Report with the disclosure of financial results for the year, in early February, seeking to transfer more relevance and timeliness to the information.

Data that is still being compiled at the date of publication is pointed out throughout the content and will be made available in April, in an updated version of this report, on the [Investor Relations \(IR\)](#) and [Sustainability](#) websites.



HOW TO NAVIGATE

GUIDING TOOLS

In addition to the linear reading of this publication, at the end of the report you will find two different navigation possibilities, guided by:

GRI INDICATORS

Index that explains what each GRI indicator means and displays the page on which it is reported. When you access the page where there is an indicator, you will find the following acronym: GRI XXX-X.

Learn more about the guideline at the [GRI website](#).

CAPITALS (INTEGRATED REPORTING)

Map that presents where the different capitals that support the business model are approached. When you access the page where the capital is presented, you will find the corresponding symbols:



NATURAL



FINANCIAL



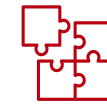
MANUFACTURED



HUMAN



SOCIAL AND
RELATIONSHIP



INTELLECTUAL

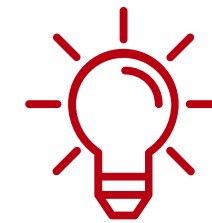
Learn more about the guideline at the [Integrated Reporting website](#).

QUICK READING

You can also quickly read the highlights of this publication by clicking on the chapter names in the page header and accessing the summary of each section.

INNOVATION

This icon will monitor content that address about innovative initiatives in development for years to come.



LEARN MORE

Links throughout the content lead the reader to documents detailing the information presented here, the main ones being:

[FINANCIAL STATEMENTS](#) - Operating and financial results;

[REFERENCE FORM](#) - Strategy, governance and risk management;

[SUSTAINABILITY POLICY](#) - Strategic sustainability guidelines;

[CODE OF CONDUCT FOR EMPLOYEES](#) - Commitments, values and conduct guidelines in the relations of employees with all the Company's stakeholders; and

[CODE OF CONDUCT FOR SUPPLIERS](#) - Commitments, values and conduct guidelines to suppliers.

Questions about this report or requests for additional information may be directed to the Sustainability Management: relatorio@lojasrenner.com.br

MESSAGE FROM THE MANAGEMENT

GRI 102-12, 102-14

The year 2018 was marked by the completion of the Fast Retailer Cycle, which began in 2012 to streamline infrastructure projects – where we invested in the training of our store teams, we created the shared services center, directing all store efforts to customers and products, developed new structures to increase communication between store and product areas, and we specialize our businesses, in addition to building new distribution centers and the change in supply model –, and by the advance in our Responsible Fashion strategy, which has achieved ever more solid foundations.

With eyes on the future, we also began our preparation for a new journey, the Digital Cycle, which will guide us over the next years. Within this context, we bet on our mindset evolution to make the technology even more present in the day to day business routine, serving as a tool for an increasingly convenient, personalized, multichannel and enchanting shopping experience to our customers.

Our commitment also goes through the sustainability strategy that, in 2018, has gained prominence with the launch of the Re Seal, representing the Company's commitment in making the theme present in the lives of all stakeholders we relate with. With that in mind, we started a pilot project to use Blockchain for product traceability in the production chain while moving forward with the monitoring of our international resale suppliers.

Therefore, by uniting digital mindset and responsible fashion we expedited our expansion plan. In 2018, there were 351 Renner stores in Brazil, 07 in Uruguay, as well as 108 Camicado and 94 Youcom stores. We also carried out the expansion and planning of Realize's operations growth model, after a full year as a Financial Institution. Ashua, our curve and plus size fashion brand, opened its first mall store and closed the year with 3 stores.

In the year, we created the Corporate Governance Secretariat and reviewed the Corporate Governance system, embracing new practices and improving existing ones.

In November, we announced the successor of the Chief Executive Officer, José Galló. Starting on April 2019, Mr. Fabio Faccio, current Product Director, will assume the position, continuing the history of growth, consistency, innovation and transformation that marked our trajectory so far.

In 2018, we have also reaffirmed our commitment to the United Nations Global Compact (UN), to the Sustainable Development Goals (SDGs) and to the Women's Empowerment Principles (UN WOMEN). We remain confident in our motivation to build a prosperous and sustainable future in the present.

We thank all our employees, suppliers, customers, shareholders and our community, who believe in this Company and reinforce our purpose of enchanting everyone as our greatest accomplishment.



OSVALDO BURGOS SCHIRMER
Chairman of the Board of Directors



JOSÉ GALLÓ
Chief Executive Officer

VALUE GENERATION HIGHLIGHTS

GRI 102-7, 102-16

OUR VISION

Enchanting everyone is our accomplishment.

OUR VALUES

TO ENCHANT

To exceed our customers' expectations...

OUR WAY

To do things in a simple, responsive way, with much enthusiasm and passion...

PEOPLE

To hire, develop and retain the best staff...

BUSINESS OWNERS

To think and act as the owners of our business units...

TENACITY IN ACHIEVING EXCEPTIONAL RESULTS

We search for results, not just good ideas...

QUALITY

Our products and services have the highest quality standards...

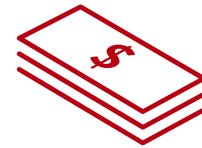
SUSTAINABILITY

Our businesses and attitudes are oriented by sustainability principles...

Learn at our [website](#) the full description of business values and the mission of **Renner**, **Youcom**, **Camicado** and **Realize**.

OVERVIEW OF CAPITALS

OUR OPERATIONAL STRUCTURE IN THE YEAR



FINANCIAL CAPITAL

- **R\$ 8.4 billion** in revenue from the sale of merchandise and from financial products and services
- Market cap of the **720,024,498** shares of **R\$30.5 billion**
- **R\$ 505.3 million** in net debt
- **R\$ 610.4 million** invested in stores, systems, facilities, logistics, etc.



MANUFACTURED CAPITAL

- **556 stores** with an area of **1,040,771.50 m²**
- **4 Distribution Centers** with an area of **120 thousand m²**



HUMAN CAPITAL

- **22,334 employees**



SOCIAL AND RELATIONSHIP CAPITAL

- **2,099 supplier companies**, of which:
- **525 manufacturing products** sold in stores and **1,574 of administrative products and services**
- E-commerce Renner, Camicado, Youcom and Ashua

FOR OUR EMPLOYEES

- Jobs and income creation
- Training and career development
- Promotion of diversity

- R\$ 1.1 billion in employee compensation
- R\$ 152.9 million in benefits to employees
- One of the best companies to work for according to Você S/A and Valor Carreira, Melhores para Começar a Carreira, Melhores e Maiores da Exame and the most Sustainable of the Retail by Guia Exame de Sustentabilidade
- Record high rate of 87% in employee engagement

- Revenue generation to support the business
- Support for the sustainable development and efficiency of operations
- Support for innovation in processes and materials for circular and responsible fashion

FOR OUR SUPPLIERS

- R\$ 4.6 billion in business contracted with suppliers
- R\$ 739.1 million in third-party capital remuneration (financial institutions and rent)
- 2,707 on-site technical visits to domestic and international resale suppliers
- 10 suppliers participating in the Cleaner Production project with better use of raw material and reduction of 47 tons of leftover fabric
- Improvement of 10 p.p. in the Supplier Global Development Index (IDGF)
- Creation of 112 thousand direct jobs in the Brazilian value chain

FOR OUR CUSTOMERS

- Support for the provision of credit to our customers
- Fashion and home products offers all over Brazil
- Growing supply of more sustainable products
- Continued ecoefficiency gains in our stores
- Awareness-raising for sustainable consumption and use
- Technological evolution for better efficiency and multi-channel shopping experience

- Renner card with no annual fee, with 30 days to start paying and options to pay in up to five interest free installments
- 95% of our customers were satisfied and very satisfied according to our Enchantmeters
- Launch of the Responsible Fashion Re Seal and collections with less impacting products
 - Over 10 million less impacting pieces
 - 9.3 million pieces made with certified cotton
- Easy renegotiation of overdue installments
- High security in financial transactions and in protection of customer data

OUR VALUE CREATION MODEL

□ How we operate □ Value created

- Profit distribution
- Management for long-term value generation

FOR OUR SHAREHOLDERS

- R\$ 408.1 million in dividends and interest on equity paid to shareholders
- 20.9% in share appreciation
- For the 5th consecutive year, we were listed on B3's Corporate Sustainability Index and in the Dow Jones Sustainability Index (DJSI)
- Listing in the B3's Carbon Efficient Index

FOR SOCIETY

- We contribute to the economy by paying taxes, fees and contributions
- Investment in social projects
- We create jobs and direct and indirect income (value chain)
- Commitment towards the Responsible Fashion development

- R\$ 2.4 billion in taxes and fees paid to governments for Brazil's development
- R\$ 8.7 million in Private Social Investment
- Over 11 thousand people benefited from Lojas Renner Institute's projects
- We offset 100% of the greenhouse gas emissions reported for 2017
- 3.25% gain in energy efficiency in stores
- Development of solar energy generation projects
- REINVENTE cultural contest of innovation for sustainability in fashion
- Selection of startups for pilot development for a more sustainable operation



OVERVIEW

GRI 102-2, 102-3, 102-4, 102-6, 102-7

Lojas Renner S.A. is the largest fashion retailer in Brazil. Headquartered in Porto Alegre (RS), with 53 years of history and publicly traded for 51 years, the company is present in all regions of Brazil - through its Renner, Camicado, Youcom and Ashua stores as well as the Realize operation - and in Uruguay through Renner stores.

22,334
EMPLOYEES

2,099
SUPPLIERS

BUSINESS SEGMENTS

RETAILING

 RENNER

 CAMICADO

 YOUCOM

 ASHUA

FINANCIAL PRODUCTS

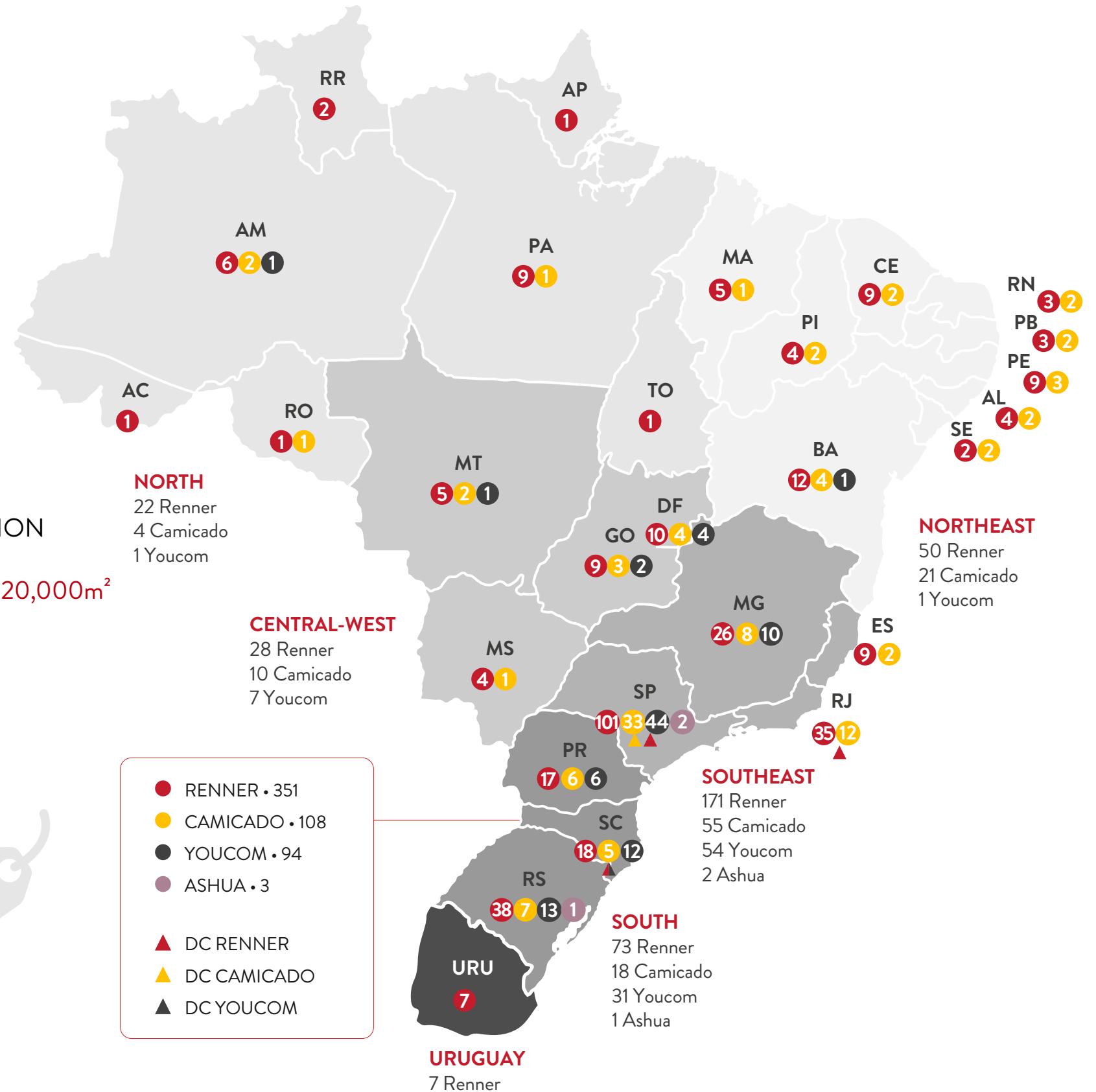
 realize

 **4** DISTRIBUTION CENTERS
TOTALING 120,000m²

30.6 MILLION
OF CUSTOMERS WITH
RENNER CARD AND
MEU CARTÃO

556
STORES

R\$2.8 BILLION
IN PORTFOLIO



BUSINESS SEGMENTS

RETAILING



Chain of fashion stores with **20** owned brands, Renner has **344** stores across all states in Brazil, **7** stores in Uruguay and also its online store.

APPAREL

8 BRANDS MAKING UP 5 LIFESTYLES

Neo-Traditional			Glamour
Young		Sexy	Contemporary

OTHER

(Beachwear, kids, underwear, sports, accessories, curve and plus size, perfumery, footwear)

12 BRANDS

To learn more, visit the [institutional website](#) and [Renner's online store](#).

BUSINESS SEGMENTS

RETAILING

CAMICADO

Chain of stores specializing in homeware and decor, operating in **23** states across all regions in Brazil through **108** stores, plus the online store.

To learn more, visit the [institutional site](#) and [Camicado's e-commerce](#).

YOUCOM

Young lifestyle brand of clothing and accessories, offering clothes, footwear and accessories for women and men, featuring **94** stores in the South, Southeast, and Central-West regions of Brazil, besides the online store.

To learn more, visit the [institutional site](#) and [Youcom's e-commerce](#).

ASHUA

Brand launched in 2016 as e-commerce aimed at curve and plus size fashion, in 2018 began the operation of mall stores, which already add up to **3** units.

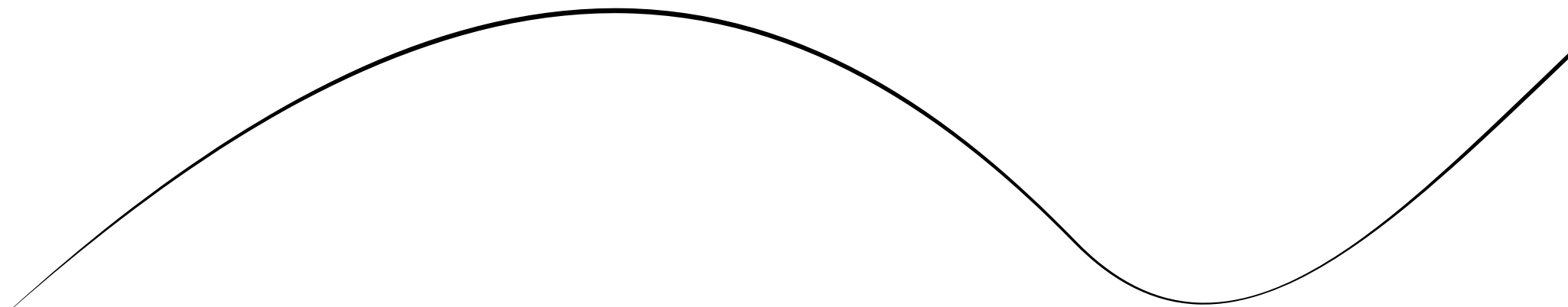
To learn more, visit [Ashua's e-commerce](#).

FINANCIAL PRODUCTS

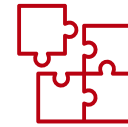
realize

The financial products offered by the Company are important tools to support the retail operation, through the provision of credit and convenience. We rely on the structure of Realize CFI, our financial institution, and through the Renner Card, Meu Cartão, Saque Rápido and Insurance and Assistance, we work towards customer loyalty and convenience.

To learn more, visit [Realize's website](#).



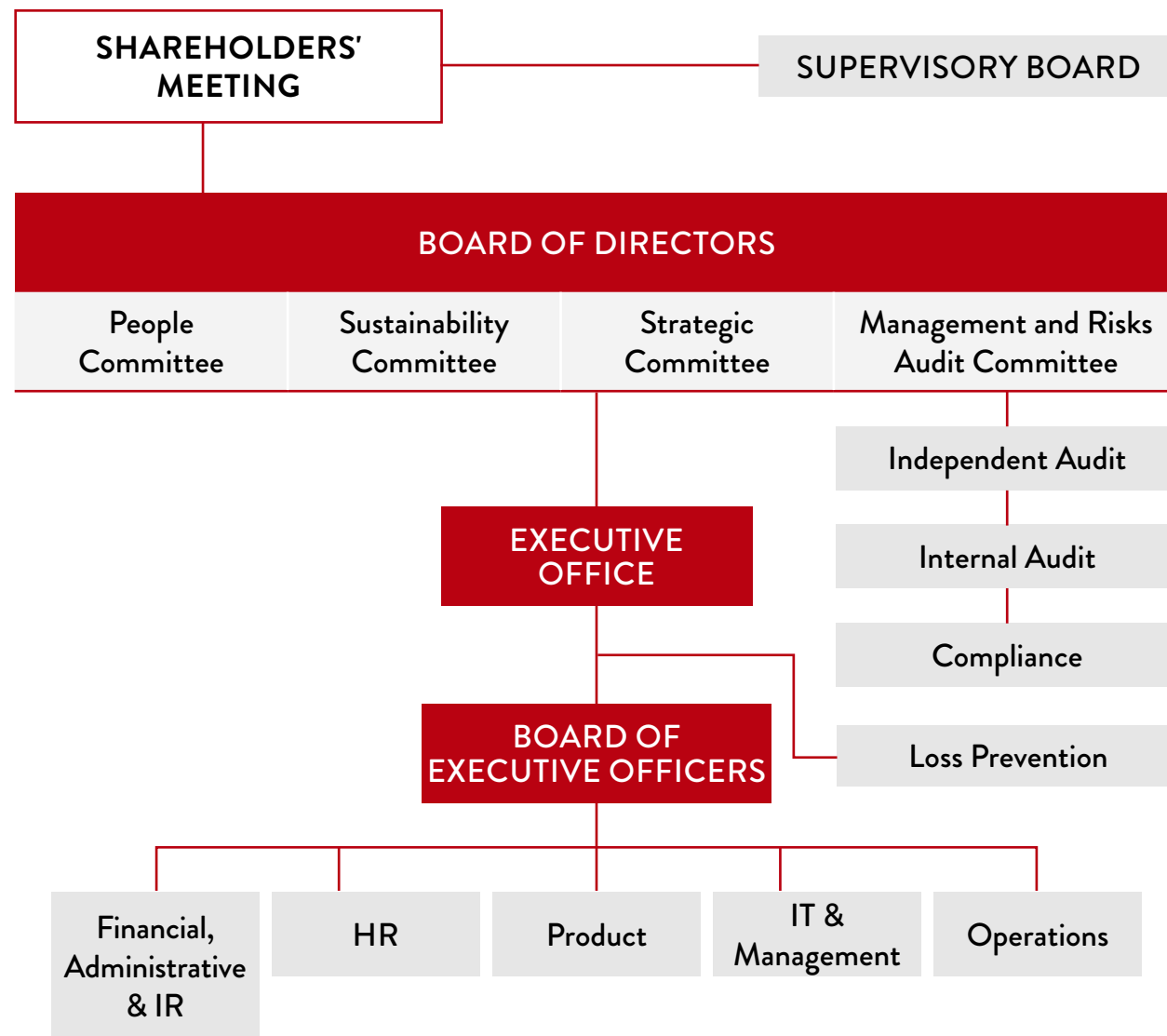
GOVERNANCE



GRI 102-18

OVERVIEW

ORGANIZATIONAL CHART



HIGHLIGHTS OF THE GOVERNANCE STRUCTURE

- Board of Directors with **88%** independent directors (7 of 8) and **25%** being female directors (2 of 8)
- Permanent Supervisory Board
- Multidisciplinary risk management structure connected to the board, with well defined responsibilities and supported by corporate policies
- Robust Council advisory structure: Specialized committees, secretariat for Council and Committees and Council portal
- Management interest in line with that of the shareholders through a stock option plan and restricted stock and profit sharing
- Different Directors hold the Chairman of the Board of Directors and CEO positions
- The Board of Directors and the Board of Executive Officers receive periodic formal performance evaluation

EVOLUTION IN 2018

- We disclosed the **Report on the Brazilian Code of Corporate Governance**, in which we present the 54 listed practices, which ones we apply for, and which ones we do not apply, explaining why not. We were the first company to deliver the Report to the **CVM** and we have only two practices that are not adopted.
- We reviewed and improved our **Governance** system with updates to the **Bylaws, Internal Regulations** and **corporate policies**.
- New election model for members of the **Board of Directors** individually, no longer per group.
- We have created the **Corporate Governance Secretariat** to support the functioning of governance, service and relationship with shareholders and voting agencies and to propose and implement processes that always promote best practices.
- In November, the Company informed that the Board of Directors - after hearing the People Committee and the Chief Executive Officer - approved the **beginning of the transition process on its Board of Directors**, choosing **Mr. Fabio Adegas Faccio**, current Product Director, as successor to the CEO, **Mr. José Galló**, as of April 18, 2019. The transition is supported by our structured succession program, which includes the identification and development of potential successors for all positions.

Get detailed information on the governance structure and leadership on **Management**, or in the **Reference Form** and the policies and regiments governing the business on the page **Statutes and Policies** in our **Investor Relations website**.

OUR STOCK IN THE CAPITAL MARKET

The success and perpetuation of our Company has always been directly linked to our invariable commitment to good governance and transparency, which guides our pioneering history: we went public after just two years following our foundation, we became the first fully publicly held corporation in Brazil without a controlling shareholder —, our stock is listed on Novo Mercado, the highest level among B3's corporate governance levels, and we were the first Brazilian company to provide a Manual for Participation in Shareholders' Meetings.

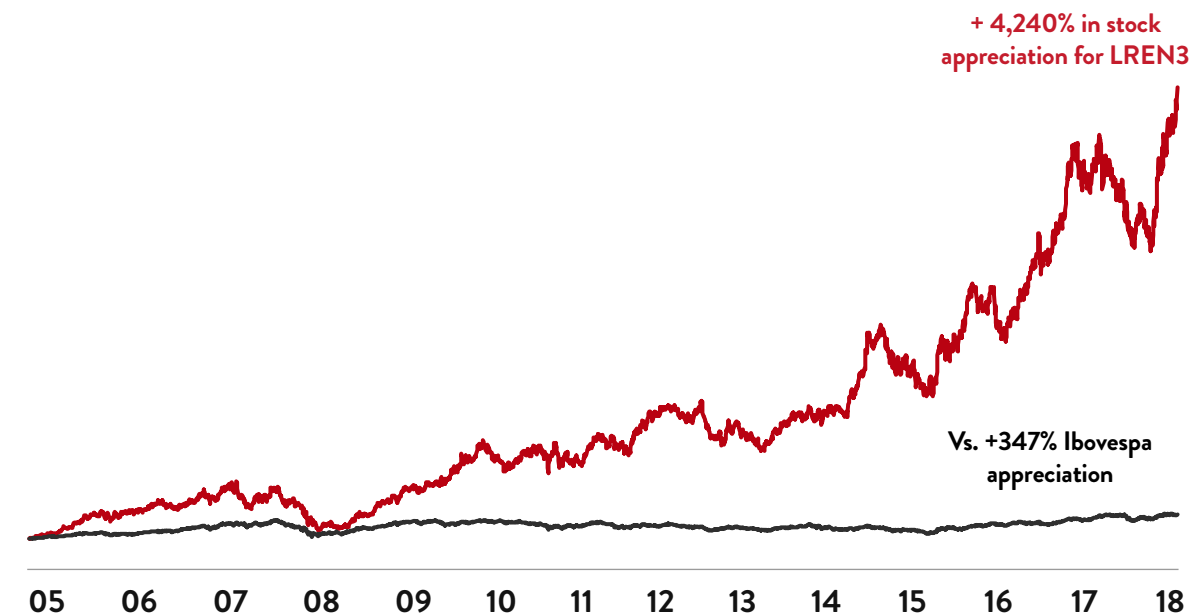
OVERVIEW IN 2018

- **720,024,498** common shares
- **100% of the shares are traded at B3** under ticker symbol LREN3 listed at Novo Mercado
- Total remuneration distributed to shareholders of **R\$ 408.1* million**:
R\$ 225.7 million Interest on Equity and **R\$ 182.4** million* in dividends
- Dividend yield of **1.3%** (considering the stock price on 12/28/2018) and **40%** payout)

* Depending on the approval of the dividend amount, which will be given at the Annual General Meeting of April 2019.

Learn about our detailed shareholding composition at: <https://bit.ly/2zikJaD>

LREN3 STOCK EVOLUTION (2005 – 2018)



- **R\$ 30.5 billion in market value** with recorded shares at **R\$ 42.40** at the end of the year, appreciation of **20.9%** in shares in 2018
- During the year, our stock recorded **3.2 million trades** and **869.0 million shares traded**, an average daily traded volume of **R\$ 118.3 million**

MANAGEMENT COMPENSATION PROCESS

GRI 102-28

We have a senior leadership compensation system aimed at promoting the creation of sustainable and long-term value, based on the best market practices, vision, mission and values of the Company and on economic, social and environmental goals related to the business' strategy.

The process is supported by formal evaluations by the Board of Directors and the Board of Executive Officers, which base the variable compensation and stock options and restricted stock options plan of the Board of Executive Officers.



1 APPROVAL OF VALUE BY SHAREHOLDERS

The shareholders approve the amount allocated to the annual global compensation of the members of the Board of Directors and of the Executive Board.

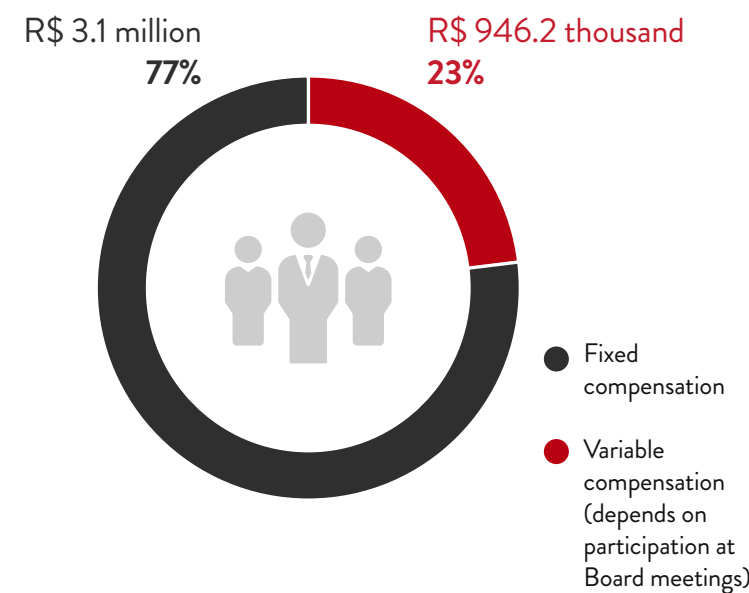


2 DISTRIBUTION BETWEEN MEMBERS BY THE BOARD OF DIRECTORS

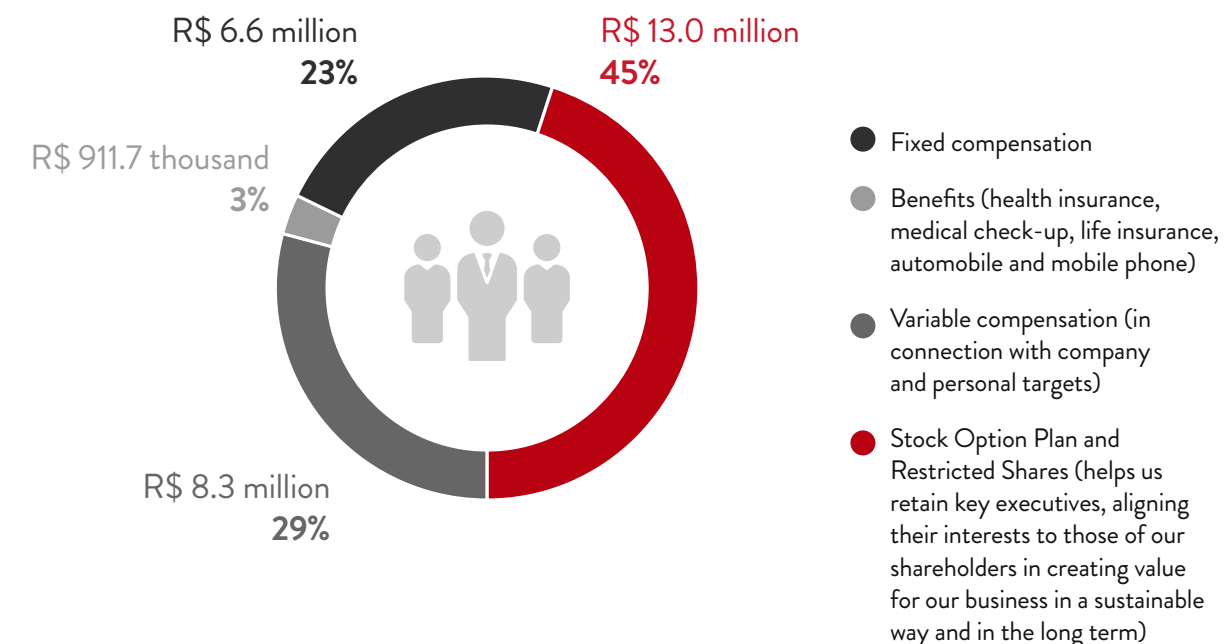
Distributes the total amount among Directors and Executive Officers based on the opinion of the People Committee that considers executives' individual performance, and market research and other factors such as retention, skills, experience, potential etc.

3 TOTAL IN 2018

BOARD OF DIRECTORS



EXECUTIVE OFFICE



Get detailed information about our compensation policy on item 13 of the **Reference Form** and on the composition and compliance with the distribution limit in 2018 in the explanatory note 26.2.2 of the **Financial Statements**.

RISK MANAGEMENT


GRI 102-15

We adopt best local and international practices for the efficient management of our business, in line with our culture of ethics, transparency, and responsible governance. This process takes place through a robust management structure that continually identifies the factors that may impact our sustainability and through the creation of preventive plans to minimize or eliminate potential negative impacts or even transform risks into opportunities.

ECONOMIC, FINANCIAL AND OPERATIONAL RISKS

The Management and Risks Audit Committee, a multidisciplinary governance structure linked to the Board of Directors, is responsible for identifying and managing these risks and has the precise definition of responsibilities and the support of institutional policies to mitigate risks and economic-financial and operational impacts of the business.

Get to know in the next infographic the main risk categories, with examples supporting your understanding, plus the documents where you can have a very detailed and in-depth view on each specific risk identified and managed.

MAIN RISKS IN ECONOMIC, FINANCIAL AND OPERATIONAL SCENARIO	EXAMPLES OF SITUATIONS IN WHICH THESE RISKS OCCUR	MANAGEMENT AND PROTECTION FORMS Learn in more details The Forms of Risk Management in The Reference Form (Rf) and Financial Statements (Fs)
Market risks and external factors that may impact our businesses	<ul style="list-style-type: none"> • Exchange rate changes • Variations in the interest rate of your investments and financing 	 <p>Note 5.2. of the RF Explanatory note 6 of FS</p>
Current and future scenarios and events that could expose our company to stakeholder relation risks	<ul style="list-style-type: none"> • Failures in the operation or in processes and systems, which cause reputation, customer and revenues losses • Problems in making strategic decisions that may generate of economic value loss 	 <p>Note 5.1 of RF.</p>
Factors that could cause negative results or adversely impact our operations or our ability to execute our strategy	<ul style="list-style-type: none"> • Difficulties in the inauguration, operation of new stores or in the performance of existing stores • Changes in fashion trends and consumer preferences • Failure to operate Data Center or Distribution Centers • Link to irregular procedures practiced by trading partners • Legal sanctions arising from the non-management of our waste generated by store operations 	 <p>Note 4 of RF.</p>

MANAGEMENT POLICIES TO CONTROL RISKS

- Financial Management Policy
- Disclosure Policy
- Material Fact Disclosure and Securities Trading Policy
- Related Party Policy
- Information Security Policy
- Audit Policy
- Anti-Corruption Policy
- Compliance Policy
- Governance, Risk, And Compliance Policy
- Income Destination Policy
- Indication and Compensation Policy of Directors
- Service and CRM Police
- Code of Conduct for Employees
- Code of Conduct for Suppliers

SOCIAL AND ENVIRONMENTAL RISKS














GRI 102-13, 102-15, 103-2, 308-2, 407-1, 408-1, 409-1, 411-1, 413-2, 414-1, 414-2



Based on the priority themes for business sustainability up to 2021, defined in our Responsible Fashion strategic plan (see more on **page 29**), the Sustainability Committee and the sustainability team work in the continuous identification of the relevant socio-environmental risks of our value chain.

The lifecycle of the fashion products involves a network composed of different actors - from raw material production, through the manufacture of the fabric, to the manufacture of the product and its sale to the end consumer and the impact on the use and discarding after consumption -, with different potentials of negative socio-environmental impacts. Managing these impacts becomes even more challenging in the face of the industry's need in recent years to combine the growing demand for speed, efficiency, and expense control to sustainable, responsible and value-creating development across the chain.

Get to know the main socio-environmental impacts of the sector and how we operate - in our operation and beyond, seeking to mitigate them and promote ever more sustainable structures, processes and relationships.

GLOBAL SECTOR SCENARIO*	SECTOR IMPACT FACTOR	STAGE OF THE LIFE CYCLE GENERATING THE SIGNIFICANT IMPACT	COMPANY MITIGATION STRATEGY
<p>INTENSE CONSUMPTION OF RAW MATERIAL: 25 million tons of cotton per year, 6th largest cultivation in land extension</p>	<p>USE OF PESTICIDES: in cotton farming, degrades soil and groundwater and affects the health and safety of workers</p>		<p>Use of less impacting raw materials (pg 46)</p>
<p>HIGH DEMAND FOR PRODUCTION: sector produces 80 billion pieces a year (not counting small retail and informal market), 400% increase in the last 20 years.</p> <p>In the United States waste disposal is responsible for 4% of urban solid waste, with an average of 18 kg per inhabitant **</p>	<p>USE OF CHEMICALS: during raw material processing (fabric production) and for the production process improvement (dyeing, printing, laundry, etc), it may contaminate water bodies where they are discarded and affect the health of workers and consumers</p> <p>INTENSIVE ENERGY CONSUMPTION: during raw material processing, retail logistics and store operation and consequently, greenhouse gas emissions, in addition to consumption during product's life, in its use by consumers</p> <p>INTENSE WATER CONSUMPTION: during raw material processing and throughout the life of the product, in its use by consumers</p> <p>INTENSE GENERATION OF WASTE IN CONFECTIONS: during building and remodeling stores processes and at the end of the life cycle, during disposal of parts by consumers</p>	        	<p>Chemicals Management in resale supplier audits (pg 36)</p> <p>Compliance management, quality and development in resale suppliers (pg 35)</p> <p>Ecoefficiency management in construction, remodeling and stores' operation (pg 39)</p> <p>Environmental diagnosis of resale suppliers (pg 36)</p> <p>Product Lifecycle Closing Projects (pg 48)</p>
<p>LABOR INTENSIVE SECTOR: it is the 3rd largest industrial sector in the world, with around 60 million workers</p>	<p>PRECARIOUSNESS OF WORKING CONDITIONS: in crops, raw material processing and clothing, which may have a negative impact on social responsibility</p>	  	<p>Compliance management, quality and development in resale suppliers (pg 35)</p>

- MANAGEMENT POLICIES TO CONTROL RISKS**
- Sustainability Policy
 - Code of Conduct for Employees
 - Resale Supplier Relations Policy
 - Code Of Conduct for Suppliers

CAPTION

INTERNAL STEPS TO LOJAS RENNER S.A. BUSINESS

-  Retailing
- EXTERNAL STEPS TO BUSINESS
-  Raw Material
-  Processing
-  Apparel
-  Consumer use

* Data from the documentary *The True Cost*, directed by Andrew Morgan in 2015
 ** Data from the Solid Waste Office of the American Environmental Protection Agency

We actively participate in the leadership of organizations for the development of the sector. We are a member of the Institute for Retail Development (IDV)'s People Committee and Sustainability Committee, member of Better Cotton Initiative (BCI) - a global initiative for certified cotton produced in a less impacting way - associated with the Ethos Institute, member of the Labor Union and Labor Relations Technical Committee of the Rio Grande Do Sul State Federation of Trade in Goods and Services (FECOMÉRCIO/RS), and attend meetings with the Executive Board and workgroups with different focus of the Brazilian Textile Retail Association (ABVTEX), such as the Legal Committee, Suppliers WG and Quality and sustainability WG.

ECONOMIC AND FINANCIAL RESULTS

OVERVIEW

MACROECONOMIC

R\$ 6.6 trillion GDP Brazil
3.75% IPCA Inflation
6.50% SELIC Interest Rate

32.4% in GDP from 2017 tax collection (last data available):

R\$ 1.4 trillion federal (68.4%)
R\$ 547.1 billion state (25.4%)
R\$ 133.2 billion municipal (6.18%)

LOJAS RENNER S.A.

Net Revenue from Merchandise Sales · R\$ 7,485.4 million

Adjusted EBITDA of Retailing operations · R\$ 1,423.9 million

Adjusted EBITDA of financial products · R\$ 349.4 million

Total Adjusted EBITDA · R\$ 1,773.3 million

Total Adjusted EBITDA Margin · 23.7%

Net Debt · R\$ 505.3 million

Net Income · R\$ 1.0 billion

45.5% of the added value generated in the year reverted to society, totaling R\$ 2.4 billion, in the form of taxes:

R\$ 940.4 million federal (39.5%)
R\$ 1.4 billion state (57.9%)
R\$ 62.6 million municipal (2.6%)

EVOLUTION IN 2018

+ 1.3%*
+ 0.76 p.p.*
- 0.5 p.p.

+ 13.4% | + 7.4% Same Store Sales

+ 24.4%

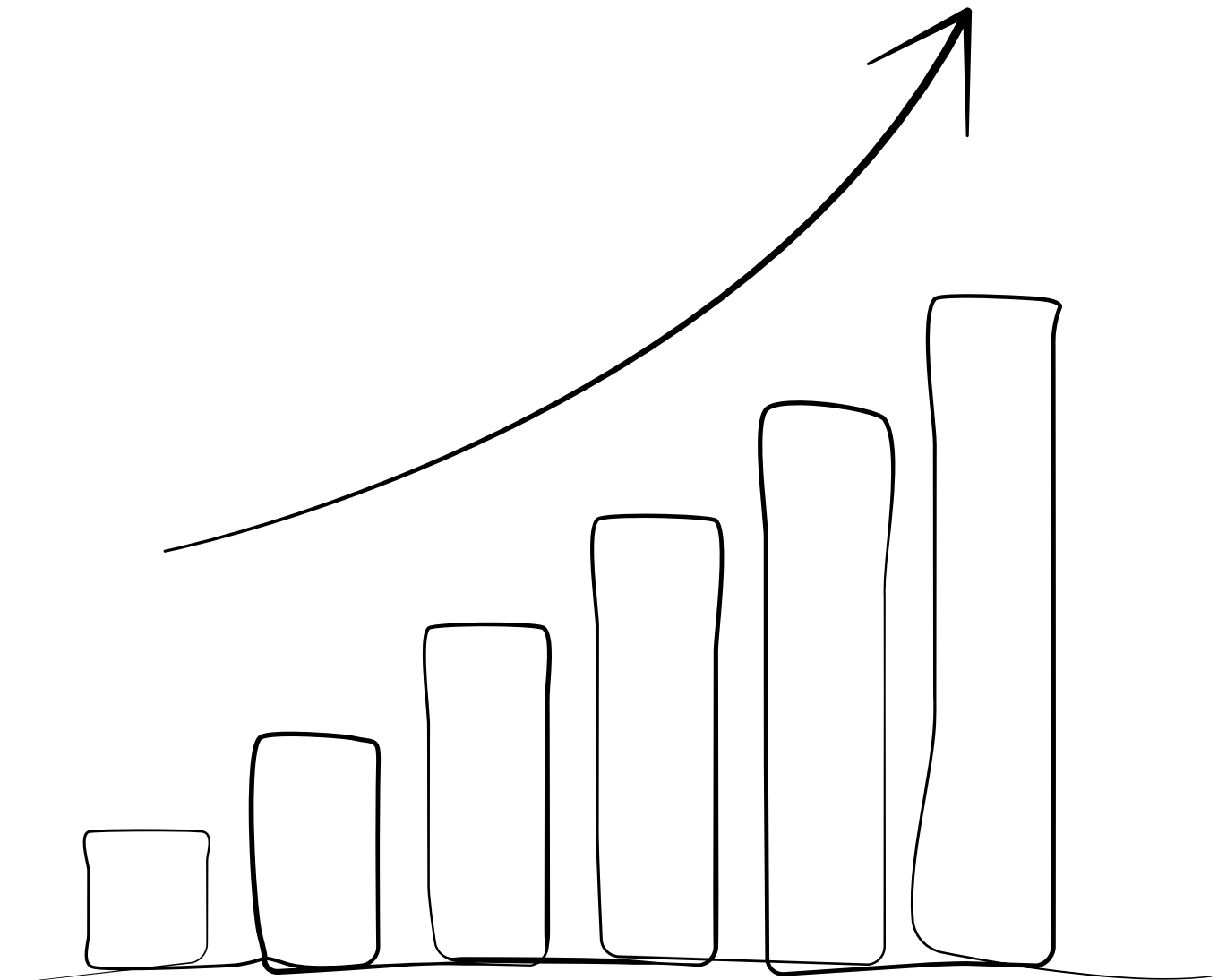
+ 5.4%

+ 20.2%

+ 1.3 p.p.

- 23.4%

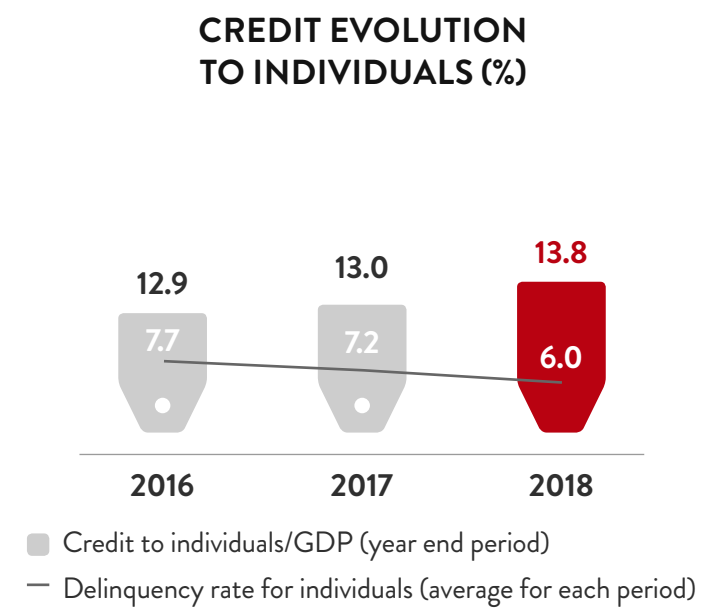
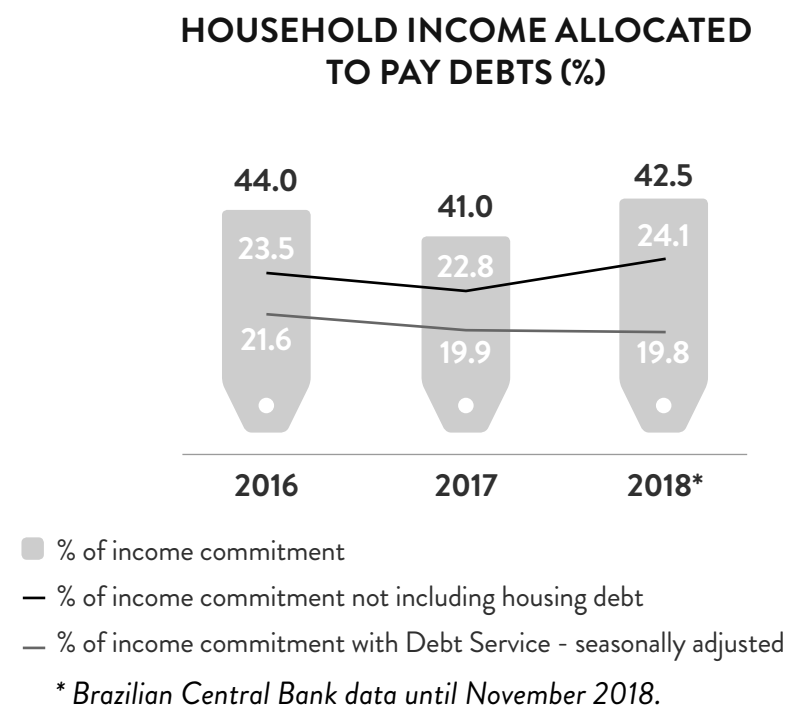
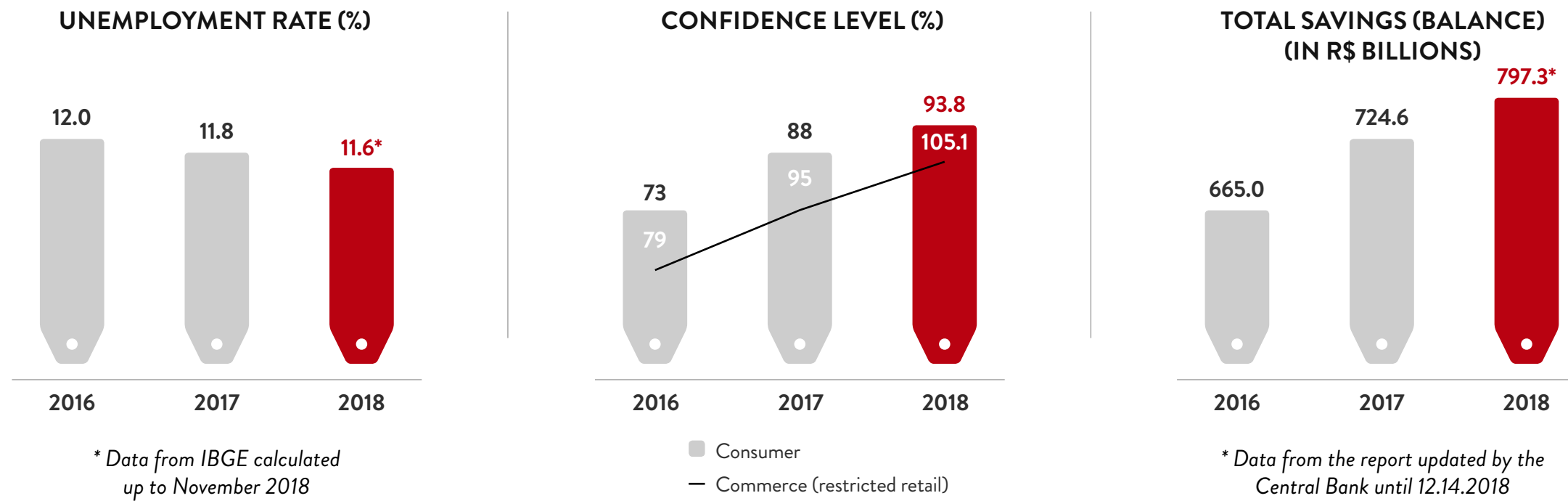
+ 39.2%



Learn about our detailed results in the **Income Statements**, and **Management's** comments on the performance of the year in the **Management Report**, both part of our **Financial Statements**.

* Estimates from the Banco Central Focus report in January 2019. The final consolidated data for the year will be replaced and published in the updated version of this report on our website in April.

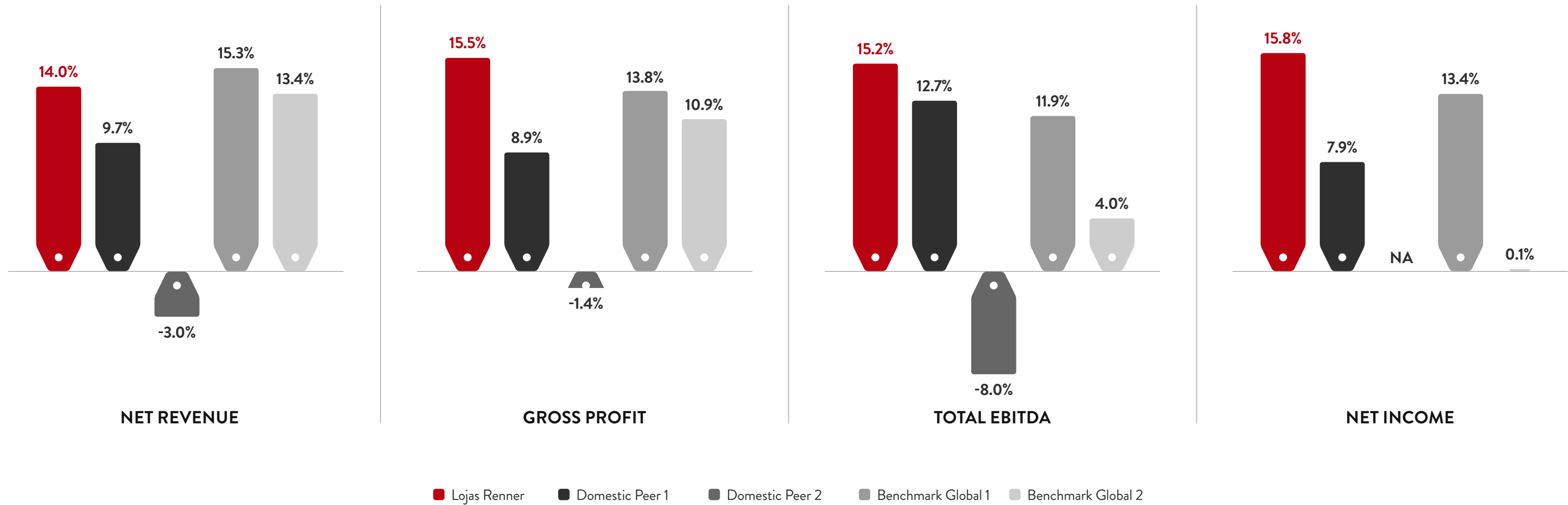
INDICATORS RELATED TO CONSUMER BEHAVIOR IN 2018



Source:
Brazilian Central Bank, IBGE and Lojas Renner S.A.'s institutional presentation.

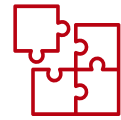
LOJAS RENNER S.A. VS. PEER'S AVERAGE GROWTH (2013-2017)*

* Data for 2018 have not yet been published by peers and will be available in the updated version of this report on our website in April.



Source:
Company Results Reports

STRATEGY



OVERVIEW

EXPANSION PLAN UNTIL 2021

450 RENNEN

300 YOUCOM*

125 CAMICADO



Beginning of the 5th cycle of development focused on digital transformation to meet new forms of consumption and continue to enchant the customer with efficiency and multi-channel

* Estimated potential.

EVOLUTION IN 2018

CONTINUOUS EXPANSION

44 NEW STORES

21  RENNEN 10  CAMICADO 10 YOUCOM 3  ASHUA

DIGITAL TRANSFORMATION

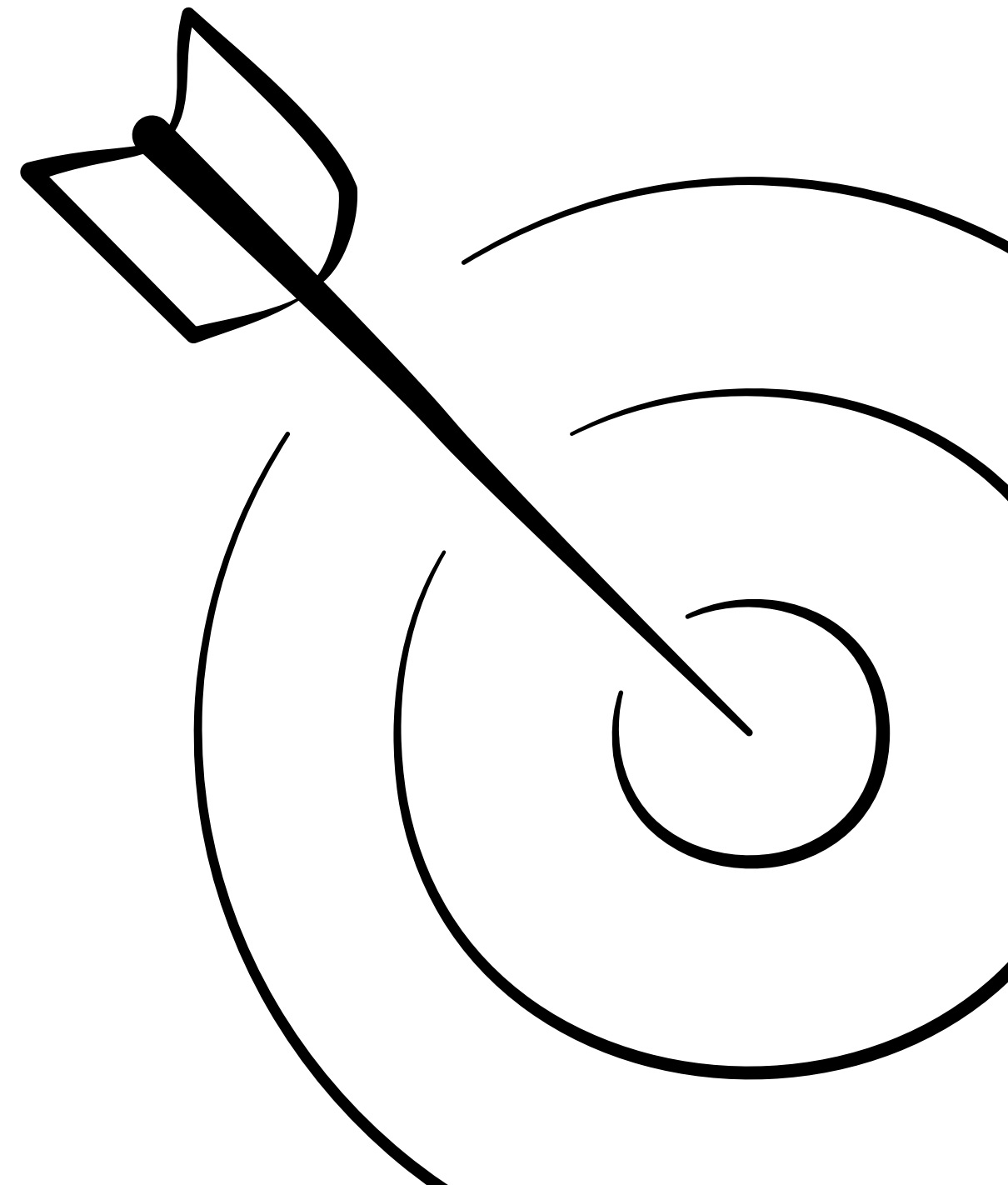
- Improved customer experience through technology: projects and solutions to be present with quality, efficiency and convenience in all sales and after-sales channels (pg. 25)
- Development of Big Data and Business Intelligence solutions to provide efficient definition of collections, reactivity to suppliers and logistics and distribution (pg. 27)

LOGISTICS EVOLUTION

- Reduced lead time for store products
- Expansion of the Rio de Janeiro DC and revision of its layout to ensure greater productivity and speed in service

STRATEGIC SUSTAINABILITY GUIDELINES

- Completion of the first half of the responsible fashion cycle 2016-2021 and launch of the Re Responsible Fashion seal
- Definition of Camicado's strategic sustainability planning



DIGITAL TRANSFORMATION

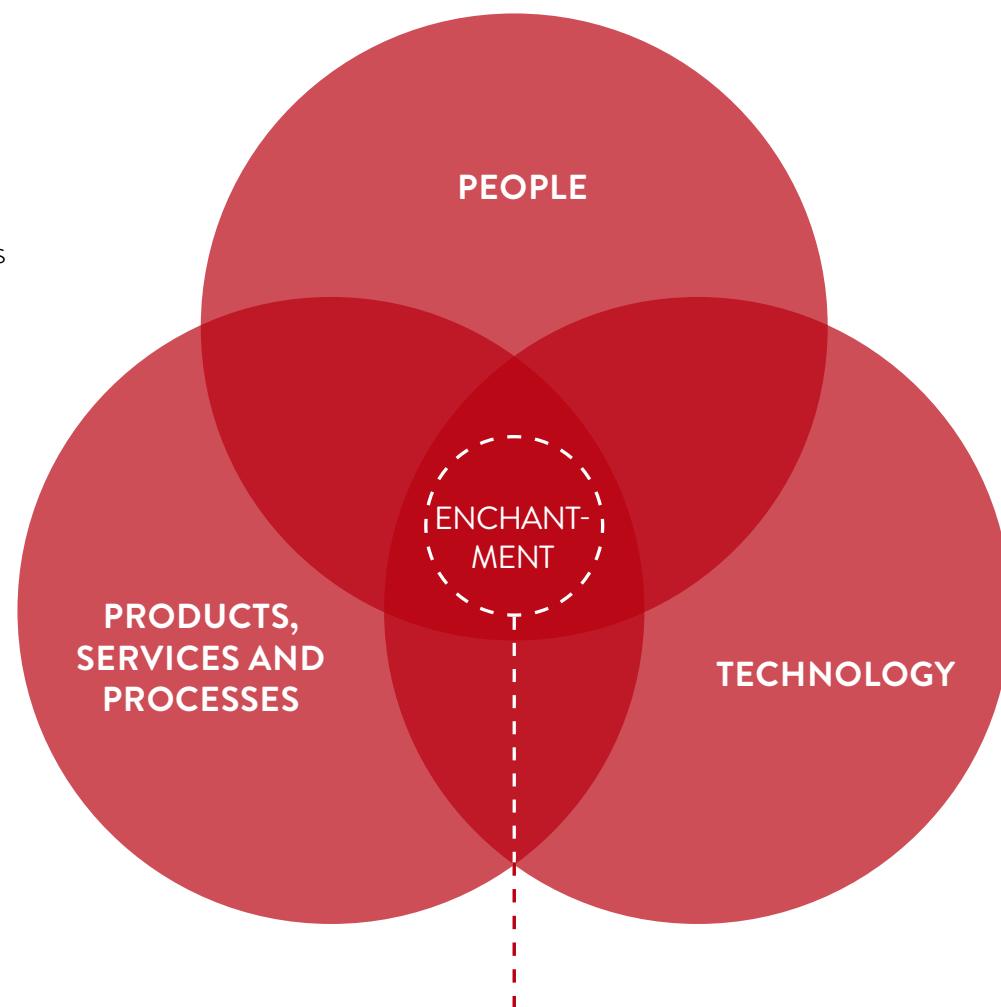
In recent years we have been working intensively on the technological revision and modernization of our operation, providing more efficiency to the business while preparing for future challenges of an increasingly digital and connected world. With these bases ready, the year 2018 was characterized by the preparation for a new cycle, focused on digital transformation from the adoption of new technologies and the formation of a culture and work environment with greater innovation, experimentation and speed.

WHAT IS BEING DIGITAL FOR RENNER?

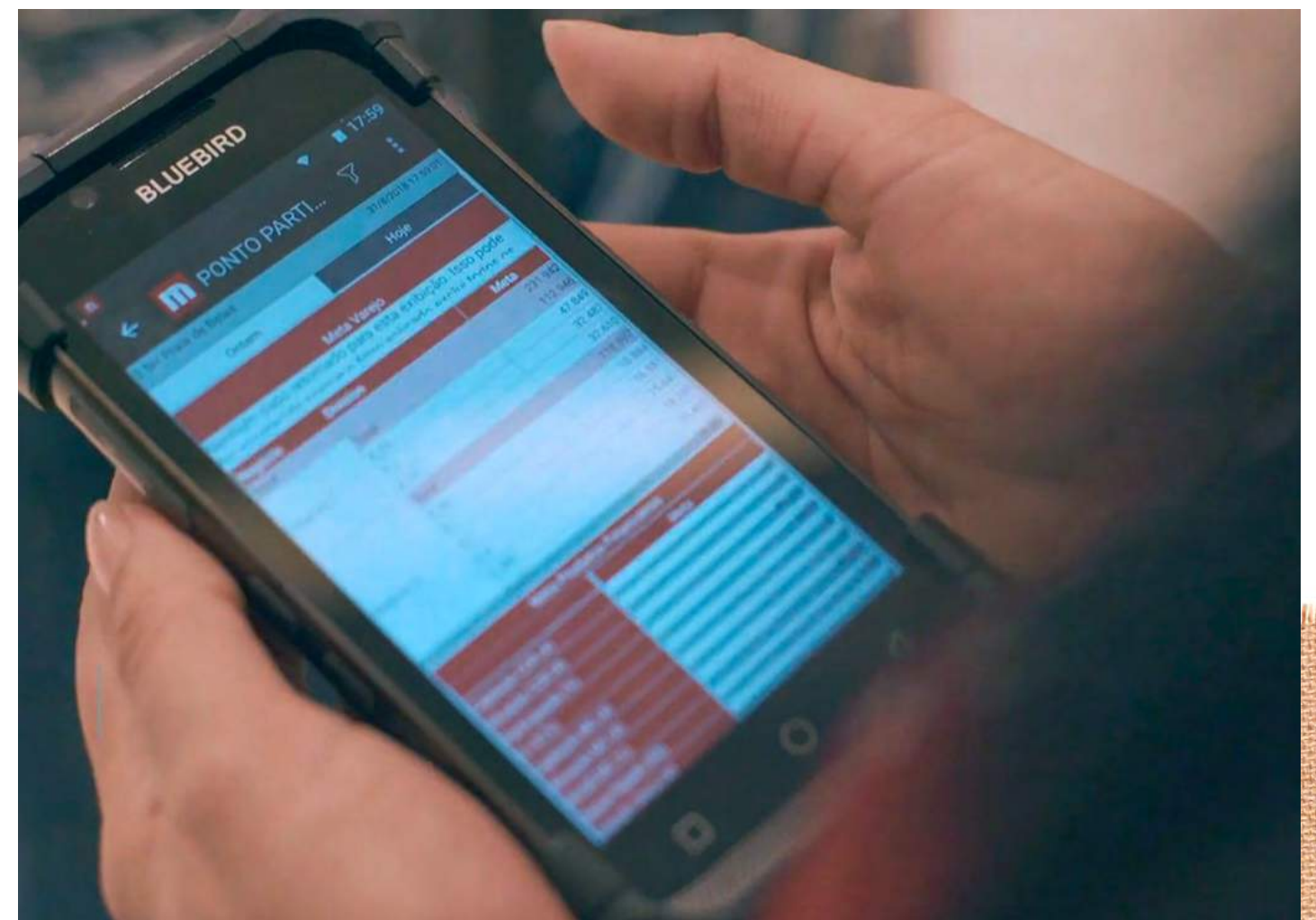
Being digital is a lot more about **people** than about technology.

It is absorbing technology to meet and reinforce our **value proposal**.

Use technology as an enabler to transform **customer experience**, operational processes and business model, bringing **more revenue and operational efficiency**.



“TO ENCHANT IS OUR FULFILLMENT”



INNOVATION CULTURE

The construction and dissemination of an innovation culture is key to address the necessary changes in our digital transformation path. To this end, we have created different tools so that innovation may be more and more intrinsically present in everyone's life, fostering creativity, quickness and independence so that new ideas can be created, applied and improved.

AGILE FASHION:

an initiative created to streamline cultural transformation for innovation, which provides training in agile methodologies for people involved in the execution of the Company's strategic projects. In 2018, about 40% of our strategic projects were already using agile methodologies.

RENNER EXPERIENCE:

group of stores in which we first implemented new technologies to test them in a real environment and identify the necessary improvements to the deployment of its implementation, ensuring the enchantment of our customers and employees.

PARTNERSHIPS WITH STARTUPS:

we have been working in partnership with cutting-edge innovation hubs to speed up digital transformation. We have entered into a cooperation agreement with Parque Científico e Tecnológico da PUC-RS (Tecnopuc) and mapped more than a hundred startups related to the business, of which nine are in the "approach" stage, in which their projects are presented, and six in a more advanced stage, with the development of Proof of Concept to evaluate the proposed innovation in practice.



DIGITAL CYCLE

The use of technology to provide us with information for decision-making increases our assertiveness, creating good results, both for the customer's enchantment as well as avoiding wasting financial, human and material resources, while promoting more efficiency and an action model with a lower socio-environmental impact.

Therefore, in 2018 we implemented new technologies and processes to be more and more assertive, from the launch of collections - improving the trend capture process based on predictive analysis - to product distribution and sale to ensure a fast response, bringing the desired products to the customer whenever and wherever he/she wants.

CUSTOMER UNIQUE VISION

One of our values and competitive advantage is enchantment. We exist to enchant the customer, and in a world with constant digital changes that influence how people relate and consume among themselves, we want to offer solutions that continue to exceed our customers' expectations by providing a personalized and consistent relationship experience.

MAIN INITIATIVES IN 2018

RETAILING

- Simplified and responsive WhatsApp service through virtual service;
- Touchscreen monitors for customer tracking at checkout;
- Mobile sales devices so the customer may checkout anywhere in the store and inquire about product availability in the store or in nearby stores in real time;
- Pilot project with the Renner Digital Pay app in three stores so the customer may checkout anywhere in the store with their own smartphone;
- Digital enchantmeters, which allows us to centrally monitor the customer's enchantment experience while quickly correcting problems;
- Omnichannel gift-card so the customer may use it wherever they prefer, online or in mall stores;
- New online store with one-click buy option, image search, wish list, the customer may shop online and pick up the product at a store, easy exchange and integrated voucher and so that the customer can exchange his/her product in any mall store; and
- New online websites: Camicado and Youcom

FINANCIAL PRODUCTS

- Device for issuing Renner card by the customer service, through facial biometrics, anywhere in the store;
- User-friendly and convenient App: simulation and contracting Saque Rápido and Renner Card issuance with credit approval for immediate purchase;
- App, website and totem services alignment in stores for the same customer experience when managing their Realize services;
- Improved the customer service channel interface, using artificial intelligence; and
- Exclusive online environment for negotiating late payments.



DATA DRIVEN DECISION FOR THE PRODUCT LIFE CYCLE

100% DATA-DRIVEN DISTRIBUTION: in 2018, we created demand prediction models and algorithms that allowed us to reach predictability at the product inventory level per store. Also, in 2018, we ran an experiment in which we were able to carry out a product distribution and allocation operation in a 100% data-driven store. In 2019, we will expand this model to all Renner stores.

ASSORTMENT PROCESS DIGITIZATION: our entire brand assortment process is being integrated and digitized. With this finalized step, still in 2019, we will begin to apply predictive models to quickly capture the buying behavior of our customers in relation to the products launched, allowing the re-adaptation of orders to suppliers to bring sizes, prints and pieces that had better acceptance.

TREND CAPTURE: in 2018, we had the support of startups to improve our trend capture process and generate insights so in 2019 we may begin the construction of an Artificial intelligence (AI) solution that will allow us to calculate the probability of success of our trend bets. Still in 2019, we will run an experiment with a collection to calibrate our AI models.

OMNI TRANSFORMATION IN 2018

- **PRODUCTIVITY GAINS:**
change in safety labels and modernization of checkout operating interface, which generated service agility and reduction in operational training time.
- **MOBILE SALES DEVICES:**
shopping experience completed by the employee anywhere in the store and inquire about product availability in the store or in nearby stores in real time.
- **RENNER DIGITAL PAY:**
shopping experience so the customer may checkout anywhere in the store with their own smartphone.
- **ONLINE MANAGEMENT:**
real time performance and sales monitoring, anywhere in the store, allowing the manager to spend more time in contact with his staff and customers.
- **REPRICING AND REPLACEMENT IN THE SALES AREA:**
new products repricing processes and technologies in the sales areas, with faster product replacement, with more assertiveness and less paper consumption.
- **RFID (Radio Frequency Identification):**
we are implementing RFID identification in the products, which, through radiofrequency, allows us to capture real-time data from each product, as if each one had its own ID number, reducing rupture, streamlining the inventory process and improving the customer's shopping experience.



VIRTUALIZATION FOR EFFICIENCY

SUPPORT FOR COLLECTIONS CREATION

PRODUCT LIFECYCLE MANAGEMENT (PLM)

We started implementing the knowledge base management software to support the collection development process, generating speed and assertiveness gains.

SUPPLIER TRACEABILITY AND REACTIVITY

BLOCKCHAIN

We started a pilot project to use the blockchain technology for the traceability of Renner's resale supply chain, with greater ease, reliability and transparency.

NOSSA REDE: We have created a new portal for an easier and simplified connection with the resale suppliers, providing a faster and more organized relation.

EFFICIENCY AND AGILITY IN OPERATION

ROBOTIC AUTOMATION

We have implemented automation robots and machine learning processes to improve systems while promoting reduction of manual activities and increasing productivity.

INNOVATION IN TREASURY AND CONCILIATION

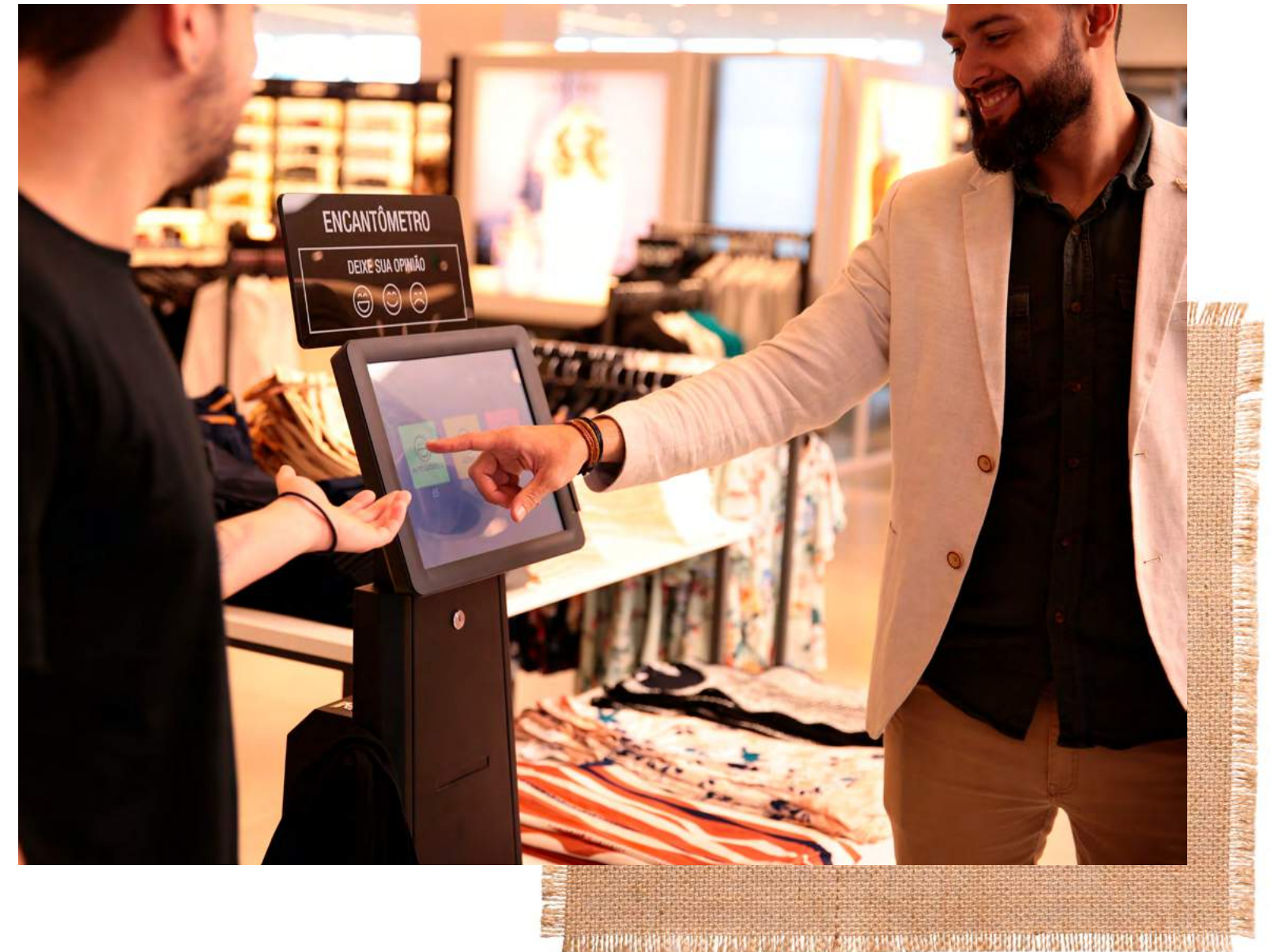
We automated the treasury platform, gaining security, traceability and productivity in store processes.

INTERNAL VIRTUAL ASSISTANTS

We created virtual assistants for employees, speeding up trouble solving and eliminating doubts.

PEOPLE ANALYTICS

Use of advanced data analysis tools in the Human Resources area, correlating employee data with all other company data.



EVOLUTION OF THE LOGISTIC MODEL

Our distribution network has two Distribution Centers (DCs) in the States of Rio de Janeiro and Santa Catarina and a cross docking in São Paulo, which has the purpose of consolidating the volumes distributed in the DCs to be sent in smaller trucks to the stores, which cover the operations of Lojas Renner, Youcom, Ashua and E-commerce. There is also a DC in São Paulo dedicated to Camicado operations. The fleet that performs the deliveries to the stores and moves between the operations is outsourced.

In 2018, we delivered important transformations and evolved our operation reaching new productivity, speed and precision levels.

OPERATIONAL EXCELLENCE

After reviewing processes and discipline in the continuous improvement methodologies execution, we were able to achieve a reduction of 7% in the delivery period of our stores, still maintaining good rates of punctuality regarding in-store deliveries.

All the results and growth achieved were supported by incrementally engaged teams, with extensive effort for training leaders and approaching the teams on a daily basis, which resulted in an engagement level of 80% (about 10 percentage points higher than in the previous year), entering a high-performance area.

OVERNIGHT DELIVERIES

Seeking more speed in deliveries to stores, we started the overnight merchandise deliveries pilot project in five stores in Sao Paulo, which has shown improvement in the service level, as it allows them to quickly start their activities in the morning. With overnight delivery, we can also drive in large city centers with bigger vehicles, carrying more products, gaining efficiency and reducing kilometers driven, fuel consumption and greenhouse gas emissions by transported product. In 2019, an expansion in the number of stores with deliveries operating following this model is expected.

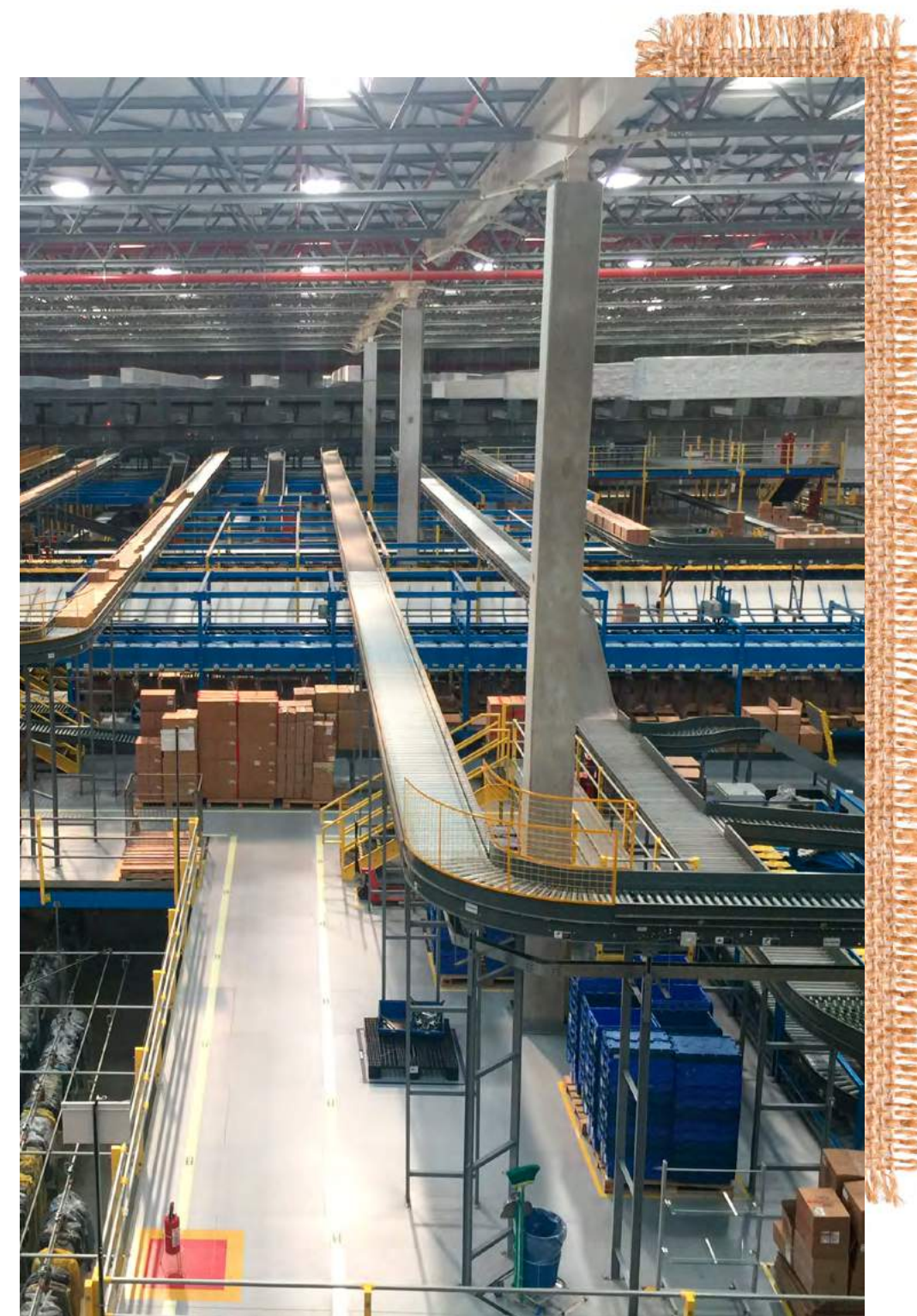
E-COMMERCE

To support the increase in e-commerce, in 2018 we expanded the DC in Rio de Janeiro and revised its layout to ensure greater productivity and speed in service.

EVOLUTION OF THE PUSH AND PULL MODEL

In 2018, we concluded the implementation of the new push and pull model for basic items, achieving a 65% reduction in store inventory ruptures in the comparison between the years 2018 and 2016, an efficiency gain that boosted a significant sales growth in basic items in the period.

In addition, we have developed and tested, on DCs, new push pull implementation processes for collection items, which require high speed when receiving, storing, distributing and shipping products to stores.



STRATEGIC SUSTAINABILITY GUIDELINES

GRI 102-44

RESPONSIBLE FASHION

We believe that fashion should be fair, conscious and responsible and our strategic sustainability guidelines guide our performance to this end. In 2018, we reached half of the proposed cycle for these guidelines (2016-2021) with important advances in all the pillars, presented in detail in the following chapters.

1 RESPONSIBLE SUPPLIERS

Goal 1

Create value by respecting the environment, human and labor rights

2 ECO-EFFICIENT MANAGEMENT

Goal 2

Identify/measure/reduce: water, energy, chemicals, waste, GHG emissions

Goal 3

Innovate in the development of lower impact raw materials and processes



4 SUSTAINABLE PRODUCTS AND SERVICES

Goal 5

Deliver sustainable, quality product and service lines, and communicate customer value

3 ENGAGE: EMPLOYEES COMMUNITIES & CUSTOMERS

Goal 4

- 4.1 Engage employees (agents and leaders in sustainability)
- 4.2 Communities (women's empowerment in the textile chain)
- 4.3 Customers (conscious consumption)

With the bases built in the last three years, in 2018 we launched the Re Responsible Fashion seal, which symbolizes our way of thinking and practicing sustainability and identifies our products, services and initiatives focused on the topic.

Along with the launch of Re Responsible Fashion, we also took on new goals and commitments by the end of this cycle in 2021:

- 80% less impacting products, 100% certified cotton
- 100% of the national and international resale chain with social and environmental certification
- 75% of corporate energy consumption will be from renewable energy sources (renewable energy source considered: small hydroelectric plants (SHPs), solar, wind and biomass.)
- 20% reduction in absolute CO2 emissions, over 2017 inventory

Learn more about Re in its [launch video](#) and in [our blog](#).

The strength of our strategy and the progress in adopting more sustainable practices in our business model have been recognized by the main corporate sustainability assessment tools. For the fifth consecutive year, we were listed on **B3's Corporate Sustainability Index** and for the **Dow Jones Sustainability Index (DJSI)**, which has 317 companies from 30 countries and only seven from Brazil.

INNOVATION FOR SUSTAINABILITY

We launched the **REINVENTE CONTEST**, in which students, professionals and other stakeholders from all over Brazil had the opportunity to present projects with solutions for all links in the fashion retail value chain, within the concept of sustainability and circular economy, in four categories :

RAW MATERIAL | 70 ENTRANTS

Raw material solutions or processes for obtaining innovative raw materials

Winner: Renan Serrano and Fabricio Tardim – Redesfibra.com

PRODUCTION | 97 ENTRANTS

Solutions for the creation and / or production process in the fashion segment

Winner: Roberta Negrini – Joaquina Brasil – Fashion with positive socio-environmental impact

RETAILING | 36 ENTRANTS

Solutions focused on the built environment of store and / or logistics operation

Winner: Fernanda da Costa Silva – Model store: logistics and sustainability study for clothing store

POST-CONSUMER | 139 ENTRANTS

Cycle closure solutions for any product or by-product from previous steps

Winner: Caroline Camargo Régio and Lorena Mayra Schluga – The implementation of the circular economy through Use – Clothes for Us

The winners of each category received a prize of R \$ 25,000 and participated in an awards event at our headquarters. The award-winning ideas were also put together in a reference book on sustainability in fashion, bringing an important foundation for the theme.

Read the publication at our [website](#).



CAMICADO

In 2018, Camicado completed the development of its strategic sustainability planning, aligned with the Responsible Fashion strategy and considering the specifics of the business. Four priority themes were defined for the next three years.

1 FAIR AND RESPONSIBLE SOURCING: (corresponding to Responsible Suppliers)

social and environmental responsibility regarding the supply chain, development processes, product manufacturing, and choosing low environmental impact raw materials.

2 CONSUMPTION AWARENESS: (corresponding to Engage Customers)

training the teams, and educating customers on the theme.



4 PEOPLE (corresponding to Engage Employees)

strengthening of Camicado's diversity and sustainability culture, through the inclusion and awareness program, improving even further the company's equity and diversity indicators.

3 PROPER DISPOSAL (corresponding to Eco-Efficient Management)

management of the solid waste generated by the business operation, and post-consumption reverse logistics.

Follow the evolution and goals of each pillar of the Camicado sustainability strategy and the Responsible Fashion strategy in the next chapters.



RESPONSIBLE SUPPLIERS



GRI 102-9, 103-1, 103-2, 103-3, 204-1

OVERVIEW

R\$ **4.6** BILLION
SPENT WITH
2,099
SUPPLIERS

525 REALE
67.4%
OF SPENDING

1,574 ADMINISTRATIVE
32.6%
OF SPENDING

DISTRIBUTION OF EXPENSES
WITH REALE SUPPLIERS

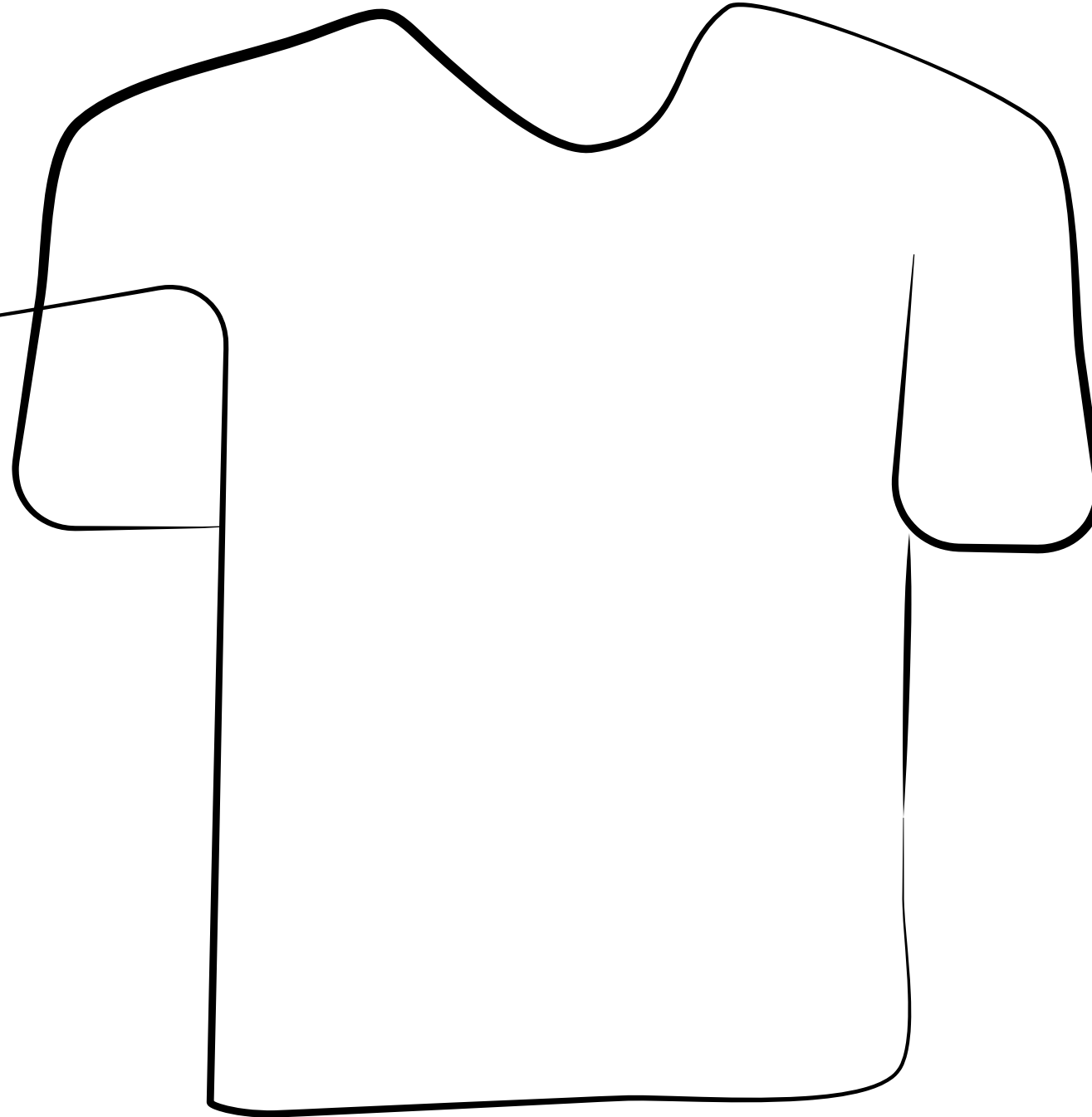
66%
BRAZIL

34%
WORLD

2,707 TECHNICAL VISITS AND
1,721 DOCUMENTED AUDITS

PROGRESS IN MANAGEMENT

- Review and consolidation of the Code of Conduct guidelines for Suppliers
- Deepening the monitoring of environmental management for resale suppliers
- Chemicals Management in resale suppliers audit
- Advancement in international resale suppliers' monitoring
- Pilot project to use Blockchain to trace products
- Accreditation and monitoring processes for back office administrative service providers extended to logistics and maintenance providers
- Inclusion of integrity evaluation mechanisms in the accreditation process of back office administrative service providers
- Start structuring Camicado's resale suppliers management program



COMMITMENTS AND PRINCIPLES

GRI AF1, AF6, AF7, 102-12, 308-1, 308-2, 407-1, 408-1, 409-1, 414-1, 414-2

The relationship with the supply chain is fundamental guideline in our sustainability strategy. Therefore, this management evolves year by year so that we can enhance our positive impact in building an ethical, responsible and, every day, more sustainable supply chain.

We work very closely with our suppliers, supporting their development cycles and sustainability in line with our goals and values. All our suppliers sign a Commercial Contract and Statement of Commitment to Responsible Conduct, in which they declare to be in accordance with the conduct expected and undertake to implement it in their operations, in relation to the following topics:

- Child Labor
- Forced Labor, or Compulsory
- Labor
- Health and Safety
- Freedom of Association
- Child Sexual Exploration
- Environment
- Discrimination
- Disciplinary Practices
- Working Hours
- Compensation
- Legality and Compliance
- Anti-Corruption Practices
- Quality
- Copyright
- Security and Confidentiality
- Communication and Posture with the Media

In the Statement, they also undertake to act guided by our Code of Conduct for Suppliers, which presents the values and principles to be observed. The document is available at our **website**, publicly, and at Our Network, a portal for all suppliers to access and where they can checkmark the document as read.

For the Company's back office administration service providers and resale suppliers identified with greater risk of impact, we also have a consistent management and relationship cycle in the Accreditation, Monitoring and Control pillars (for back office and resale suppliers), and Development (for national retail suppliers), presented in detail in subchapters to follow.

We are signatories to the National Pact for the Eradication of Slave Labor, managed by Instituto InPacto, which promotes the prevention and eradication of slave labor in production chains in Brazil. Learn more about the initiative at: <http://www.inpacto.org.br>

BACK OFFICE ADMINISTRATION SERVICE PROVIDERS

GRI 308-1, 308-2, 407-1, 408-1, 409-1, 414-1, 414-2; AF3, AF4, AF6, AF8, AF9, AF13, AF14, AF17

ACCREDITATION

For all Lojas Renner S.A., we conduct accreditation process for back office administration service providers contracted in the civil construction sectors, since 2015, and logistics and maintenance, since 2018. The process provides for an assessment of the preliminary documentation is carried out by a specialized company, evaluating practices and commitments in relation to:

- Occupational Safety;
- Environment and Social Responsibility (child labor, forced or compulsory labor, irregular foreign labor, freedom of association, discrimination, abuse and harassment, compensation, working hours, benefits).

In all, 121 new civil construction, logistics and maintenance suppliers were accredited, representing 17% of total back office administration service providers, an increase of 8 percentage points over the previous year.

In 2018, all the back-office administration service providers contracted from all segments, critical and non-critical, also began to be evaluated by our Compliance team, at the time of their accreditation, in relation to their mechanisms to promote integrity.

MONITORING AND CONTROL

CIVIL CONSTRUCTION SUPPLIERS

We carry out actions of monitoring and control of the constructors, works management companies and their subcontractors through technical visits are made without prior notice in the construction and worker accommodation sites, made by specialized companies. The evaluation based on a checklist of items and interviews with workers in order to capture the real perception of work routine and practices. Each visit results in a report that is sent to the respective supplier for possible adjustment or even contract termination.

In 2018 there were 384 visits in construction sites in Brazil and Uruguay, which corresponds to 100% of the works in their different stages, and 78 in worker accommodation in Brazil, which corresponds to 100% of the accommodation.

No risks were found to violate the right to exercise freedom of association and collective bargaining, or the occurrence of child labor or of young workers exposed to dangerous work or even of forced labor or analogous to the slave labor with the monitored back office administration service providers.

There were also no cases of non-compliance with the legal requirements or collective bargaining agreement on wages and overtime, cases related to discrimination or any breach of the Code of Conduct for Suppliers.

GRIEVANCES AND COMPLAINTS

Our **Code of Conduct for Suppliers** provides channels for grievances and complaints, is disclosed to back office administration service providers at the time of hiring and in workshops and e-mails. For civil construction suppliers, we also advertise the channels in loco, through posters.

RESALE SUPPLIERS

GRI 308-1, 308-2, 407-1, 408-1, 409-1, 414-1, 414-2, AF2, AF3, AF4, AF5, AF8, AF9, AF13, AF14, AF15, AF16, AF17

ACCREDITATION

In the resale supplier accreditation process, we analyze their documentation, conduct interviews and technical visits to ensure that the supplier complies with our requirements.

In 2018, we implemented the social responsibility technical visits in the accreditation process of international suppliers. In total, we performed the accreditation process of 100% of the national resale companies and 93% of the international resale companies contracted in the year.

In addition, national suppliers that meet the requirements and are hired are invited to participate in the “Welcome Program”, an event that takes place at our headquarters where we introduce the Renner way of being and acting while integrating them with all the areas they will interface with. In 2018 we also extended the invitation to suppliers who already belong to the chain, not only suppliers hired in the year, so they could do a “recycling” in our processes.

All our domestic suppliers of apparel, accessories, and footwear are certified by the Brazilian Textile Retail Association (ABVTEX), which assesses whether they comply with best social and environmental corporate practices.

MONITORING AND CONTROL

We carry out technical visits — which assess the legal regularity and compliance with the principles of social and environmental responsibility established by Lojas Renner S.A. — suppliers and their subcontractors for apparel, accessories and footwear, as well as the beauty suppliers of the Alchemia brand.

The process is conducted by the supplier Compliance area, consisting of a corporate team in Brazil and China, a field team for domestic auditors — allocated in SP, SC and RS — and third-party companies — Asian Inspection and Elevate — for International audits.

When we identify a point that needs to be refined to meet our requirements, we ask the supplier to execute a two-month action plan for resolution. In the cases with less criticality we promote documentary evaluation to follow up the plan progress and in those with greater criticality we carry out technical visits for monitoring. If the plan is not complied with, the companies are blocked/suspended, do not get new orders and are subject to contract termination from the Lojas Renner S.A. supply chain.

We also monthly monitored the performance of our resale suppliers of knit fabric, woven fabric, jeans/twill, underwear, beachwear, footwear and accessories, using the Supplier Global Development Index (IDGF).

The evaluation considers commercial, logistics, quality, financial solidity and social responsibility aspects, and the results of the evaluations guides supplier development programs, conducted with the support of the Resale Supplier Management department (learn more in PMC, Next).

2018 OVERVIEW

- 4,394 on-site and remote audits
- 100% Of the national resale suppliers were audited
 - 1,687 action plans, of which 81% were resolved in 2018
- 48% Of the international resale suppliers were audited

GRIEVANCES AND COMPLAINTS

Grievances or complaints received by telephone, e-mail, technical compliance visit, ABVTEX channels or any other specific channels of Lojas Renner S.A. are received and verified in up to five days, through a verification visit with a specific report.

These channels are publicly available on our **Code of Conduct for Suppliers** and are disseminated internally to employees and also to our suppliers, who are committed to promoting the channel to their employees through posters placed in busy areas, while demanding the same from their subcontractors.

DEVELOPMENT

We want to maximize our potential for a positive impact on the textile chain and, therefore, we work on initiatives and programs to support the development of resale suppliers in Brazil, presented below.

CONTINUOUS IMPROVEMENT PROGRAM (PMC)

In 2018, for the sixth consecutive year of the program, the PMC focused on the development of strategic alignment actions with the national resale suppliers of jeans/twill, woven fabric and knit fabric. The initiatives provided an evolution in the operation of our partners, resulting in the improvement of the Supplier Global Development Index (IDGF).

Based on 2016, when the IGDF was restated for current valuation indices, suppliers have grown by 12 percentage points in the first year (2017). In the second year (2018), the IDGF increased by 10 percentage points, presenting a continuous evolution in the suppliers' performance.

PRODUCTIVE CHAINING PROGRAM

In partnership with SEBRAE and carried out for the third consecutive year, the project promoted, between 2017 and 2018, the training of 64 companies contracted by our suppliers with an engagement of 85% of the beneficiary companies.

As a result, we identified 23% in productivity increase of these companies and 11% reduction in delivery time, a 55% increase in the competitiveness index and a 42% reduction in the disapproved parts.

In 2019, we expanded the project to around 200 benefited companies.

EVOLUTION OF THE PROCESS IN 2018



INTERNATIONAL CERTIFICATION

We disclosed the public commitment of having 100% of the national and international resale chain with social and environmental certification by 2021, ensuring the adoption of best practices widely legitimized. In 2018, we joined the Social & Labor Convergence Project (SLCP), - connected to the SAC (Sustainable Apparel Coalition) - which aims to monitor and develop the chain on issues such as respect for human rights, labor laws and occupational health and safety. In addition, we have improved the monitoring and control process by conducting audits in the international resale suppliers' chain.

IMPROVED PROCESS TO TRACE OUR PRODUCTS

We started a pilot project to use Blockchain technology in the traceability of the chain, which was applied in two resale suppliers to monitor the product path in the production chain in real time, allowing us greater monitoring capacity regarding the principles of sustainability. We have the plan to expand the project to 10 domestic suppliers.

ENVIRONMENTAL COMPLIANCE EVALUATION

In addition to the requirement for legal compliance of all our suppliers, in 2018 we have included nine items related to environmental compliance and management in the supplier assessment checklist.

In 14 strategic suppliers we also proceed with a more in-depth environmental diagnosis, based on the self-assessment standard HIGG Index of Sustainable Apparel Coalition, to identify opportunities for environmental management and to act on its development. These suppliers were also received at an event where we presented the HIGG tool and answered their questions.

BNDES FINANCING

We maintained our credit facility with the Brazilian Development Bank (BNDES) for development projects involving our resale suppliers. The loan we were granted this year enabled the allocation of **R\$3.5 million** to these companies so they can expand their capacity, modernize their factories, and provide training in their production chains in the three years of the project, **R\$ 5.2 million** have already been financed.

RELATIONSHIP SURVEY

Channel for suppliers to share their opinions and their level of satisfaction with processes and systems they use to interact with us. This is an important tool to identify opportunities for improvement in our relations with these partners. In 2017, the satisfaction level of responding suppliers reached 88%. In its second year, the level reached 90% satisfaction.

SUPPLIER COUNCIL

Formed by a group of domestic resale suppliers that are strategic for our operations, the Council is an important forum for sharing experiences and discussing themes of common interest, in quarterly meetings, with the goal of building an efficient, competitive and sustainable chain. In 2018, 14 strategic suppliers from the textile, knitwear, jeans/twill and woven fabric sectors participated in the Board.

ECO-EFFICIENCY IN THE SUPPLY CHAIN

In 2017, we implemented a project involving domestic resale suppliers of the knit fabric and jeans production chains of Renner and Youcom to reduce the generation of textile waste in manufacturing processes and use leftovers to make new fabrics to be used in new pieces. Learn more on **page 49**.

CAMICADO SUPPLIER MANAGEMENT

Considering the specificities of the home and decoration segment, in 2018 Camicado began developing its management program for resale suppliers, based on the results of the evaluation of supply chain risks in relation to environmental, safety and occupational health aspects, labor practices, human rights, consumer products and services, and anti-corruption ethics and practices.

For the beginning of the program, in 2019, those identified with greater criticality were prioritized: suppliers of textile products, suppliers of products with raw materials of forest origin and transport companies.

In these categories, a pilot project will be carried out to validate the program, with the participation of ten suppliers, considering four phases: accreditation, remote audits, face-to-face audits and follow-up of action plans, as well as training and actions for its development.

ECO-EFFICIENT MANAGEMENT

GRI 103-1, 103-2, 103-3

OVERVIEW

HEADQUARTERS AND ONE STORE

LEED-certified and two stores in certification process

77 STORES

built or remodeled since 2016 according to more sustainable standards included in our technical documentation and design and construction manuals

4 SHOPS

with pilot solar energy project in Rio de Janeiro (RJ)

90.6% OF ENERGY CONSUMED FROM RENEWABLE SOURCES

OFFSET OF **100%** of the corporate greenhouse gas emissions recorded in the 2017 inventory

97% of Renner's operation waste sent for recycling.

EVOLUTION IN 2018

- Creation of the "Ambiente Construído" project to bring the circularity concept to build and remodel stores
- 100% of Renner's stores with LED lamps, 80% more energy efficient than incandescent lamps and 30% more than fluorescent lamps
- **Replicability analysis of good practices of distributed solar energy** generation for all possible stores operating with low voltage energy.



ECO-EFFICIENT STORES

In our own operation, the greatest direct environmental impact occurs in the construction, remodeling and operation processes, considering that, currently, we have 556 stores and an average construction of 63 new stores and 38 remodeling per year - considering Renner, Camicado, Youcom and Ashua - in the last three years.

To minimize this impact, in 2014, for the first time, we used the premises of the LEED (Leadership in Energy and Environmental Design) when building a store. LEED is an internationally recognized green building certification system that ensures buildings generate less waste and consume fewer resources during both construction and when in operation.

According to the project for the construction of one of the stores, the estimate is that using sustainable construction techniques the building will consume 45% less water and 18% less electric power for lighting than a regular building.

This process resulted in LEED certification at the GOLD level, until 2018, of a store and our headquarters, as well as two stores under certification process, and also in the construction of an important legacy to perpetuate this less impacting model:

Since December 2015, we have grouped all the learning in the construction of certified stores and created a Construction and Remodel Manual, which establishes - for internal teams and suppliers - the premises, concepts and criteria for building and remodeling stores in relation to:

- Operation Safety
- Customer Satisfaction
- Employee Satisfaction
- Permissions and Legalizations
- Energy Saving
- Sustainability
- Accessibility

Since 2016, 77 stores have been built and remodeled in line with the manual, with more sustainable standards.

In 2018, the manual has been updated with new learning from recent years and additionally we have created a new store model option with a simpler structure and lower material consumption, such as 60% less plaster due to the layout in areas without sheathing.

IMPACT REDUCTION ESTIMATES FOR SUSTAINABLE LEED BUILDINGS

- 45% less water consumption in stores
- 18% less power consumption for shop lighting
- Estimated 15% less energy consumption at headquarters
- Estimated 55% less water consumption at headquarters



AMBIENTE CONSTRUÍDO PROJECT



We want to expand the concept of circular economy to different stages in the life cycle of our business. In 2018, we started the development of the Ambiente Construído project, with the purpose of introducing the principles of circular economy in the construction of new stores, remodeling and the development of furniture. In this first year of work, we have developed two pilots:

1. Circular furniture: we created a prototype of shop furniture that considered the principles of circular economy since its conception and design, which ensured furniture modularity, which can be assembled in different ways for product exposure. With that in mind, it was possible to reduce the need to have different furniture models from 30 to only two models. In addition, it was built with 100% recyclable raw material - turning the disposal expense at the end of the useful life in revenue from recycling sale - as well as having zero use of toxic substances.
2. Store construction reduction: we carried out a pilot project to reduce the environmental impact from store construction, which considered the premises for reducing the consumption of raw materials, reducing waste generation, reducing repair and maintenance costs while increasing the use of recycled or reclaimed raw materials. The pilot was implemented at the street store in Florianópolis – SC, and recorded significant reductions in the consumption of floors, steels, concrete and plaster and, consequently, the waste generation, which also reduced the cost of the work.

In 2019 we hope to start the replicability phase of the practices and we will make a new round of pilots to consolidate the models and learnings, in addition to defining the circularity guidelines for the built environment.



“The project has great relevance for sustainability, because it brings to the context of fashion retail, an integrated approach to sustainability - from the store environment to the clothing product - from the design and premises of the project, for the construction and remodeling of stores, which optimize the consumption of materials, generating less waste and using materials with greater potential for recyclability, and therefore bringing an integral vision of sustainability to the fashion chain”.

PROFESSOR WEBER AMARAL
Universidade de São Paulo

ENERGY

CONSUMPTION EFFICIENCY

GRI 302-1, 302-3, 302-4, 302-5

In addition to minimizing the environmental impacts related to energy through the construction and remodeling of stores with more sustainable processes, we also continuously improve the efficiency of consumption in stores in operation.

In 2015 we created the Energy and Asset Management Project, which promotes the adoption of better lighting and air conditioning technologies and the expansion of remote monitoring and automation for energy efficiency gains at Renner's stores.

RENEWABLE ENERGY

Another front of our energy consumption management is the expansion of renewable sources to reach the public commitment of 75% of corporate energy consumption from low-impact* renewable energy sources by 2021. The target for 2019 is 39% renewable energy, considering only the energy coming from small hydroelectric plants (SHPs), solar and wind power.

To do so, we will invest in the purchase of energy from small hydroelectric plants (SHPs) in the free energy contracting market, and also in the generation of solar and wind energy.

In 2018, the percentage of energy purchased from the free market from low-impact renewable sources was 37%. Of the other 63% contracted energy in the regulated market, 85% corresponded to renewable sources**. As a result, 90.6%*** of the energy consumed comes from renewable sources.

* Energies coming from solar, wind, biomass and Small Hydroelectric Power Plants (SHP)

** Percentage of renewable sources in the Brazilian energy matrix in 2018, according to the National Electric Energy Agency (ANEEL)

*** The target of 75% from renewable energy does not consider hydroelectric energy, but low-impact renewable sources, as mentioned in note 2.

EVOLUTION OF THE ENERGY AND ASSET MANAGEMENT PROJECT 2015 TO 2018

100% of stores with all LED lamps, 80% more energy efficient than an incandescent lamp and 30% more energy efficient than fluorescent.

98 stores (29% of Renner's total stores) with remote monitoring of consumption, allowing to identify and solve problems with speed, returning to desired levels of efficiency. **The forecast for 2019 is to reach 120 stores.**

ENERGY SAVING

Considering only comparable units - those with 12 invoices in 2017 and 12 invoices in 2018 - we achieved 3.25% decline in consumption in 2018. **Estimated 12% reduction in consumption by 2019.**

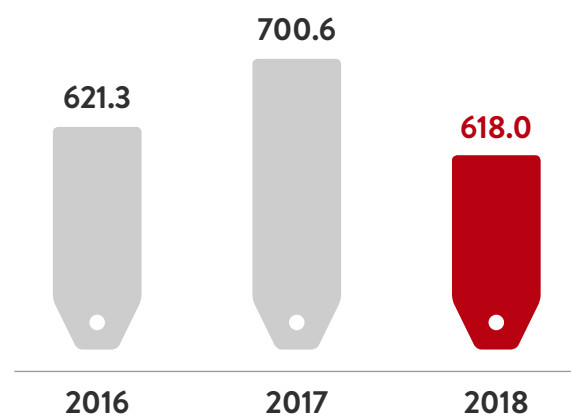
In the coming years, we will follow the implementation of the project, evaluating the best relation between the efficiency gains and the investments required to determine the optimal times of deployment in each scenario and thus reach all of our stores.

RENEWABLE ENERGIES FROM LOW-IMPACT ALTERNATIVE SOURCES

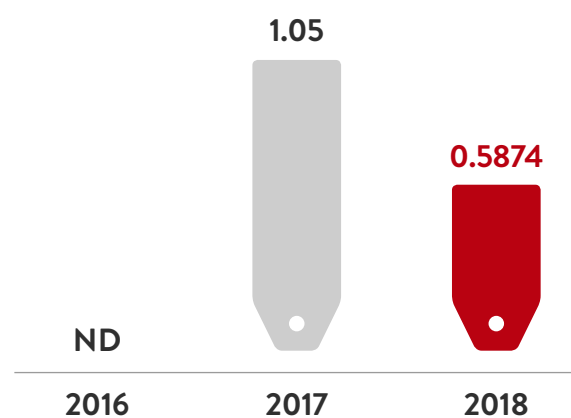
In 2017 we started a pilot project to generate solar energy, **bringing energy for four stores** in Rio de Janeiro. The goal for the project in 2019 is three more stores in the Federal District (DF) and a store in Rio Grande do Sul (RS). The expectation is that these new stores with distributed solar generation bring **financial savings for the stores of 13% and 26% a year**, respectively in DF and RS, respectively.

PERFORMANCE IN 2018* **

ENERGY CONSUMPTION (GJ)



ENERGY INTENSITY (GJ/M²)



* The data will be complemented in the updated version of this report in April, when we will have the total consumption in December by some stores that are not yet available because the utilities company have not yet closed the invoices.

** Renner's consumption, in addition to the stores in Brazil, includes the Credit and Collection Center, the Administrative Headquarters of Lojas Renner S.A., the Renner Distribution Centers, the Itajaí Office and the General Archive. Camicado's consumption, besides the stores, the headquarters of Camicado is included. The consumption of Youcom includes only the Youcom stores.

GREENHOUSE GAS EMISSIONS (GHG)

GRI 305-3

COMMITMENT TO REDUCTION

We have the public commitment to reduce by 20% the absolute corporate emissions of CO2 by 2021***. To achieve this goal, we work to promote energy efficiency and increase the use of energy from renewable sources in our operation (topics presented in the previous subchapter) and in management and efficiency initiatives and improvements in logistics operation.

Regarding the latter, we participate in the Green Logistics Program Brazil (PLVB), which works the autonomy and capacity of logistics agents in favor of improving the efficiency of logistics and cargo transportation in Brazil to reduce the intensity of emissions of atmospheric pollutants and greenhouse gas (GHG) emissions. Throughout the year, we promoted awareness and training actions focused on fleet renewal, energy-efficient driving, preventive maintenance and improved management of the fuel consumption indicator along to our logistics providers.

For 8 years we remain listed in B3's Carbon Efficient Index (ICO2), and voluntarily responded the Carbon Disclosure Project (CDP) questionnaire. (CDP), an initiative led by institutional investors such as banks, insurance companies and investment funds, with the aim of increasing the transparency and management of the issue. Also, eight years ago we published our inventory of greenhouse gas emissions (GHG) and since 2014 it is verified by third party, being awarded with the Gold seal of the Brazilian GHG Protocol.

OFFSET

Since 2016, we have annually offset 100% of our greenhouse gas emissions calculated on the previous year inventory.

In 2018, we offset 100% of the emissions related to the 2017 inventory. The offset occurred through the acquisition and retirement**** of carbon credits from the REDD + Manoa project, located in the municipalities of Cujubim, Itapoã do Oeste and Porto Velho, in Rondônia. The project's activities contribute to the conservation of more than 73,000 hectares of native Amazon forest and its biodiversity, promoting local socioeconomic development.

DEVELOPMENT OF LOGISTICS SUPPLIERS



In 2019 we will carry out a pilot project with deployment of telemetry in a dedicated logistics provider, which provides the central and real time electronic monitoring of fleet data, allowing efficiency gains and reduction of fuel consumption. We will also offer ecodriving training in 100% of the dedicated drivers of Lojas Renner's operation. These actions are part of the plan to achieve our goal of reducing absolute GHG emissions.

*** Based on 2017 emissions inventory.

**** Retirement means that the credit is definitely withdrawn from the market to offset a carbon footprint and cannot be resold or passed on to another company.

PERFORMANCE IN 2018

GRI 305-1, 305-2, 305-3, 305-4, 305-5

The latest data available until the publication of this report in February 2019 were related to 2017, shown in the table on the side. Data on business emissions in 2018 are under processing and will be available and audited on this updated publication in April 2019 and our complete, detailed and audited inventory in the **Public Register of Emissions**.

Since the 2017 inventory, we have used two methods to calculate scope 2 emissions – those arising from electricity purchased and consumed - to separately account for the emissions associated with the acquisition of renewable energy sources from the free market.

TYPES OF METHOD FOR CALCULATING EMISSIONS

1. The location-based method: most used by companies and more generic, considers the location of electricity consumer units and the emission factor used in this method is the average of the emission factors of different electricity generation sources that make up the National Interconnected System (SIN).
2. The market-based method: more specific, uses factors specifically associated with each source we chose to acquire and consume electricity from, supporting our evolution towards an increasingly renewable matrix.

SOURCES OF GHG EMISSIONS (tCO ₂ E)	2015	2016	2017
SCOPE 1 EMISSIONS			
Stationary combustion	146.1	189.1	137.2
Mobile combustion	5.5	17.6	21.1
Cooling / air-conditioning	3,300.1	5,077.9	5,474.3
TOTAL SCOPE 1	3,451.8	5,284.7	5,632.8
SCOPE 2 EMISSIONS			
Electricity acquired and consumed (location-based)	23,531.8	14,098.2	17,883.1
Electricity acquired and consumed (market-based)	-	-	12,704.1
TOTAL SCOPE 2 (LOCATION-BASED)	23,531.8	14,098.2	17,883.1
TOTAL SCOPE 2 (MARKET-BASED)	-	-	12,704.1
SCOPE 3 EMISSIONS			
Solid Waste	294.3	270.7	489.5
Business travel	2,491.6	2,270.1	2,967.6
Upstream transportation and distribution	7,080.0	14,889.9	16,944.3
TOTAL SCOPE 3	9,865.9	17,430.7	20,401.5
TOTAL EMISSIONS (in tons of CO ₂ e) -Considering location-based Scope 2 emissions	36,849.4	36,813.6	43,917.5
TOTAL EMISSIONS (in tons of CO ₂ e) -Considering market-based Scope 2 emissions	-	-	38,738.5
Emissions intensity (tCO ₂ e/m ² of sales space)	0.069	0.063	0.068

Scope: Headquarters, Distribution Centers, Lojas Renner, Youcom and Camicado.

WATER

The greatest environmental impact of water consumption is in our supply chain. To minimize this impact, we have started a water management diagnostic project in our jean's suppliers, in which we have established water management indicators, seeking to reduce consumption and circularity (learn more on [page 49](#)).

WASTE

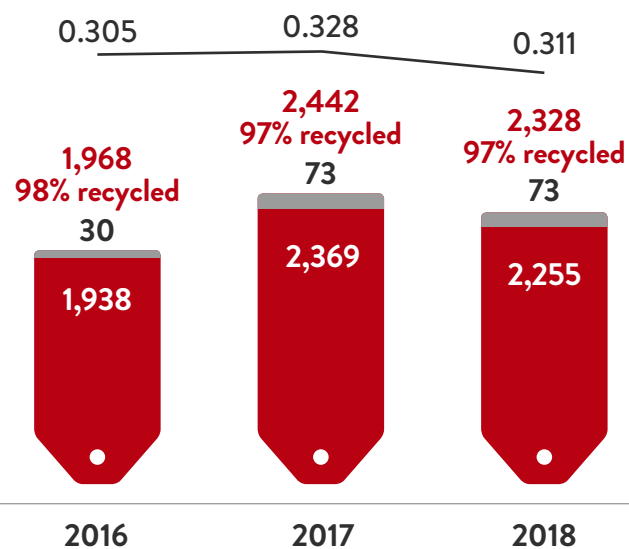
GRI 301-3, 306-2

At Renner, waste management is guided by the Solid Waste Management Program, which adheres to the National Solid Waste Policy, and has as one of its main objectives to promote the integrated management of solid waste, with a focus on its reinsertion into the production cycle.

RECYCLING

In 2018, we allocated 97% of the 2,328 tons of waste generated for recycling.

GENERATED WASTE AND DESTINATION (TON)*



■ Recycled waste ■ Unrecycled waste
 — Kg of waste generated by R\$ thousand of net operating revenue

Of the total waste sent for recycling, we have 56.3 tons of obsolete IT equipment that Renner, in partnership with a company that uses the circular economy model, reintroduced into the production chain.

In addition to the positive environmental impact, this project also creates social value, since 5% of the total value of the IT equipment discarded by Renner were reverted into six reconditioned equipment, which were delivered and lent to a social organization.

CAMICADO

In 2018, Camicado's waste management began to be guided by the new Waste Management Manual of Camicado Stores.

In the year, we also started a pilot project to recycle paper, cardboard and plastic waste at the Camicado Distribution Center, which resulted in the destination of 152,310 tons of waste for recycling. With the project, we closed the cardboard cycle, which, after being recycled, returned to our operation being used in Camicado e-commerce boxes.

* This total considers waste from Renner and Distribution Centers monitored in kg and does not include furniture discarded in the renovations nor organic waste.

Also, some Renner stores offer the EcoEstilo service for apparel post-consumer reverse logistics to customers. Learn more on [page 50](#).



SUSTAINABLE PRODUCTS AND SERVICES



GRI 103-1, 103-2, 103-3, 102-14

OVERVIEW

OVER
10 MILLION
less impacting pieces in 2018.

9.3 MILLION
pieces made with certified cotton in the year.

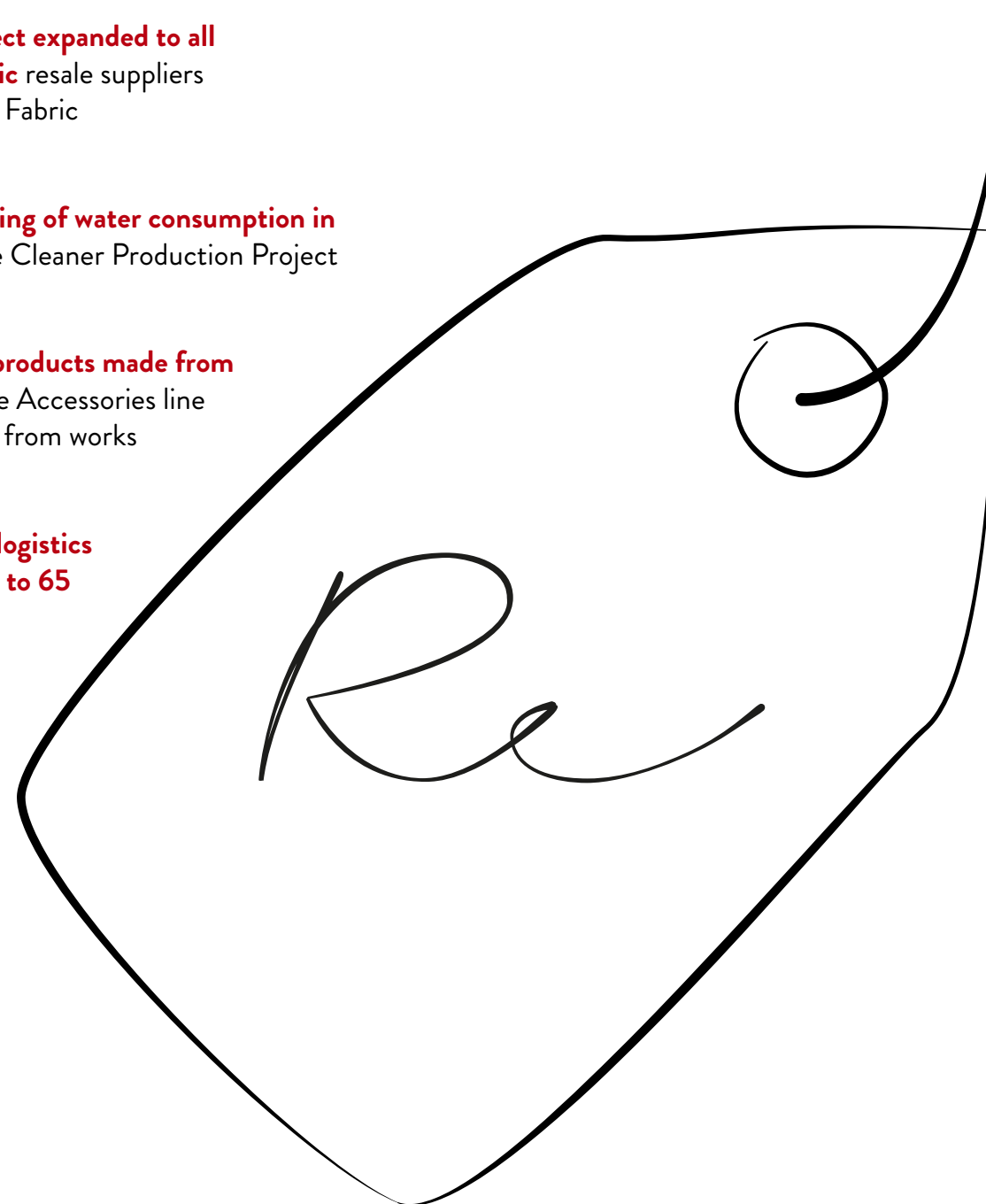
8.9% less impacting products in 2018
and target of **80%** by **2021**.

700 TONS
of fabric leftovers reinserted in the productive
chain, equivalent to 51% of the waste from strategic
suppliers that were no longer sent for landfill

249 KG OF CLOTHES
(in 2017 and 2018) and **36.1 tons** of perfumery
packages collected by the EcoEstilo service

EVOLUTION IN 2018

- Cleaner **Production Project expanded to all of the Company's strategic** resale suppliers of Jeans, Knit and Woven Fabric
- Beginning of the **monitoring of water consumption in resale suppliers** under the Cleaner Production Project
- Launch of the **Re Jeans, products made from recycled jeans**, and the Re Accessories line made with recycled wood from works
- Expansion of the **reverse logistics EcoEstilo service from 15 to 65 Renner stores**



We believe that in order to offer less impacting products and services, we must contribute to the evolution of commitments, processes and practices throughout the chain involved in the product life cycle, stimulating initiatives in the supply chain, in our operations and in the consumption and disposal habits of our millions of customers.

Therefore, we continuously analyze the environmental impact of the products and develop solutions together with the resale suppliers to:

- Expand the use of raw materials with less social and environmental impact
- Close the product cycle, reducing raw material consumption and waste disposal

LESS IMPACTING PRODUCTS

In 2018, we produced more than 12 million pieces of raw materials and less impacting processes, representing about 9% of total products in the year, and engaged our customers in this concept with special collections, presented in the Engagement chapter, **page 51**.

With the launch of the RE Responsible Fashion seal, we declare our public commitment to raise this percentage to 80% of products made with raw materials and less impacting processes by 2021.

In line with this commitment, product teams had targets for creating less impacting products tied to their variable compensation in the year.

Of all the textile fibers used in the world in the sector, those of vegetal origin - such as cotton, lyocell and viscose - correspond to a third, with cotton equivalent to 90% of this group. The other synthetic and animal fibers account for another two-thirds, according to the report from Pulse of the Fashion Industry in 2018. Thus, initiatives that favor a more sustainable cotton production process have great potential for positive impact.

SUSTAINABLE PRODUCTION OF RAW MATERIALS

CERTIFIED COTTON

One of the Company's prioritized materials to reduce the impacts of raw materials is cotton certified by the Better Cotton Initiative (BCI), a global nonprofit organization that assesses the cotton production process in terms of respect for labor rights in the chain; conscious use of water, chemicals and pesticides; and preservation of soil and habitat health.

In 2018, **over 9 million of kids**, women and man pieces were made with certified cotton, exceeding the stipulated target of 15% certified cotton in products made from cotton.

Initially, in 2017, we set the goal of achieving 50% of cotton products made with certificate cotton until 2020. In 2018, we expanded that goal to 100% certified cotton by 2021.

LYOCELL

Lyocell is a green, biodegradable, vegetable fiber made from wood pulp from sustainable tree farms. Its production requires less use of chemicals and its origin is guaranteed by certification institutes.

In 2018, 311,838 pieces with lyocell were produced, 61% more than the previous year.

ALCHEMIA BIO

Our own brand of perfumery and cosmetics offers the Bio line, bringing products with low impact on the environment, with an organic and natural concept.

All the cosmetic products of the line present the biodegradable seal, contains an average of 90% of natural ingredients and their derivatives, do not contain any component of animal origin and are not tested on animals. In the products for home, we work with the candle developed with ecological wax.

In addition, all packaging of the Bio line carries the FSC seal, an internationally recognized forest certification system, which identifies products originated from good forest management avoiding deforestation.

This year we have included in the products a paper seed label to reinforce line positioning and arouse customer interest in sustainable initiatives.

"We have a solid management to minimize the environmental impacts of the pieces we produce on the fronts of renewable energy, reducing water consumption and reuse, reducing and reusing waste, eliminating toxic products and using organic cotton. With this, we can offer products with increasingly sustainable appeal, which, in addition to generating beautiful pieces, are beneficial to the environment and bring financial gains."

ELENIR BONONOMI
DDX Têxtil Business Manager,
Renner's resale supplier

SUSTAINABLE PRODUCTS LAUNCHES



Learning over the years, we have built an ever-expanding and diversified portfolio of less impacting products. Learn below the top projects in 2018 and learn more about engaging and raising customer awareness about these projects on **page 51**.

LAUNCH OF PILOT PRODUCTS WITH LESS IMPACTING RAW MATERIALS:

- Pieces with biodegradable polyamide, fabric that degrades in three years in landfills, while the common polyamide takes 50 years.
- Pieces made with MODAL, a vegetable fiber which follows rigid environmental standards during the extraction and manufacture of fiber.
- Pieces with viscose certified according to the parameters of the Canopy Style* report, made from plant fibers with sustainable management and productive process with reduced environmental impact on water and emissions.

* The Canopy Style report ranks the world's top viscose producers as they progress towards eliminating the use of endangered forests as a source of raw materials.

LAUNCH OF PILOT PRODUCTS WITH RECYCLED RAW MATERIALS:

- Accessories made with reuse of demolition wood.
- Footwear made with recycled soles and fabrics.
- Soaps with packaging made from leftovers from collections fabrics.

LAUNCH OF PILOT PRODUCTS WITH LESS IMPACTING PROCESSES:

- Upcycling Bikinis, made with creative reinsertion into the production cycle of raw materials that would be discarded.



RECYCLED RAW MATERIALS

The recycled raw materials are those produced from leftovers of textiles and plastics (PET) waste, which pass through defibration processes and become new threads to manufacture new pieces.

In 2018 we produce 2.7 million pieces with recycled raw materials, 65% more than in the previous year.

CHEMICALS

Our strategy is to act in a preventive way in the value chain in order to eliminate possible restricted chemicals substances in our products. We have adopted the MRSL (Manufacturing Restricted Substances List) by ZDHC (Zero Discharge of Hazardous Chemicals).

In 2017, we carried out a pre-diagnosis of the products, which gave us the means to start a sensitization and commitment phase of the entire national value chain in 2018 with the aim of eliminating possible priority restricted substances by the end of 2020, following the Chemicals Management Requirements developed by Lojas Renner S.A. For international suppliers, we started, in 2018, the awareness phase with tradings, intermediate companies between manufacturers and buyers in export or import operations, which will be deployed in 2019 to their suppliers.

CIRCULAR FASHION

PROCESSES IMPROVEMENT

LIFE CYCLE ANALYSIS (ACV)

Knowing the environmental impact of the product throughout its life cycle is key to develop less impacting processes and stimulate more sustainable use habits. With that in mind, in 2015 and 2016, in partnership with GVCes (Getúlio Vargas Foundation's Center for Sustainability Studies), we analyzed the life cycle of a basic pair of women's jeans sold at our stores, through our Life Cycle Analysis pilot project, monitoring its water footprint and carbon footprint "from cradle to grave", or how much water it consumed and emissions it generated from raw material production to final disposal by the customer.

These studies were the basis for the construction of the Cleaner Production Project, presented below, which made it possible to launch Re Jeans, the first collection with recycled jeans made from recycled yarns from the leftovers (learn more about Re Jeans in the Engagement chapter, [page 61](#)).

In this sense, in order to evaluate the impact reduction in the life cycle reached with Re Jeans, in 2018 we did the LCA of the recycled jeans from the cradle to the cradle with the support of USP and with independent third-party verification, from the initial raw material to its reinsertion in the cycle, to compare the impact of its life cycle in relation to the impact of the traditional virgin cotton thread jeans.

The comparative LCA of jeans made from recycled raw material versus conventional jeans showed that wearing shredded jeans reduces the impact potential in almost all impact categories studied.

IMPACT COMPARISON OF RE JEANS VS. CONVENTIONAL JEANS*

Land use	-29.3%
Global warming	-23.9%
Eutrophication**	-30.2%
Water footprint	-44.2%
Human health	-29.2%

* The LCA was in development until the publication of this report in February 2019. In the updated version, to be made available in April 2019 on our website, we will make the final data available.

** Excessive growth of aquatic plants to levels that affect the normal and desirable use of water.

The figures presented refer to the impact of jeans throughout their life cycle, from the extraction of the raw material to the final disposal or until their reinsertion in the productive cycle, in the case of Re jeans.

From the learnings with the Re Jeans, and with the expansion of the Cleaner Production project to other chains, we are studying the creation of a collection Re Knit fabric for next year



CLEANER PRODUCTION (CP)

Since 2017, in partnership with the University of São Paulo (USP), we have developed - together with Renner and Youcom resale suppliers of knit, jeans and woven fabric production chains - the Cleaner Production (CP) Project for manufacturing processes, reducing the generation of textile residues and encouraging the use of leftovers from production fabrics to generate new parts.

In the first cycle of the project, in the last year, we worked with six suppliers of the jeans and knit fabric chain and achieved a reduction in the disposal of 388 tons of waste, and the launch of the first collection with recycled jeans, Re Jeans (learn more on [page 61](#)).

In this second year, we expanded the focus of the project and the volume of participants:

- In the reduction of the generation of textile waste, all the strategic suppliers of jeans, knit and woven fabric chain began to participate in the project.

With process improvements in the fabric cutting stage, 47 tons of textile waste will no longer be generated by 2018.

- In the new focus, water consumption management, we started to implement in two jeans suppliers a water management diagnosis to, from the establishment of environmental performance indicators, water footprint and circularity of water, promote improvements in management and reduction in water consumption in the productive process.

The challenge for the next few years is to transform captured improvements into replicable processes so that Cleaner Production is incorporated into the routine of suppliers and the reduction of waste generation achieved is organically expanded.

REVERSE CHAIN

The CP project also contributes to and encourages the development of a reverse chain that collects and recycles waste for use in other segments (handicraft threads, upholstery filling, thermal and acoustic insulation for the automotive industry). By 2017, 388 tons of textile waste had been collected from suppliers.

In 2018, **700 tons**, equivalent to about 270 garbage trucks *, were no longer destined for landfills and gained new uses through recycling or reuse.

Currently, three quarters of all material processed along the fashion value chain is lost to landfill, which is equivalent to one textile waste truck per second*, according to the report *A new textile economy: redesigning the future of fashion* from Ellen McArthur Foundation. Therefore, initiatives to reduce waste generation and reuse and recycle to a new life cycle are essential to reduce the negative impact of the sector.

* Considering an average of 2.6 tons (average density of a bale of textile waste of 150kg/m³ and a truck with a volume of 17.5m³).

“The concern about the scarcity of water on the planet and environmental and social impacts are factors that have led the company to develop sustainable water and solid waste management projects in partnership with Renner stores.”

The water resource reduction project consists of the use of a closed water cycle, through rigorous treatments of factory effluents. Water that was previously removed from nature, treated and discarded again after being used in the laundry, is now treated and returned to our industrial process, so it is not necessary to capture natural resources and the subsequent disposal in nature.

The Re Jeans design was created to primarily reduce the waste and residue generated by the fabric cut. As this indicator cannot be zeroed, the company, together with Renner, has found partners to make this desire a reality. So the waste that was previously destined for landfills today returns to the company in the form of recycled fabric and allows us to generate new businesses, creating collections of sustainable jeans, the Re Jeans.”

CLAUDIO BALLEI JUNIOR

Co-owner of Ease Indústria e Comércio de Confecções Ltda.

Renner’s resale supplier

POST-CONSUMPTION SERVICES

GRI 301-1

REVERSE LOGISTICS

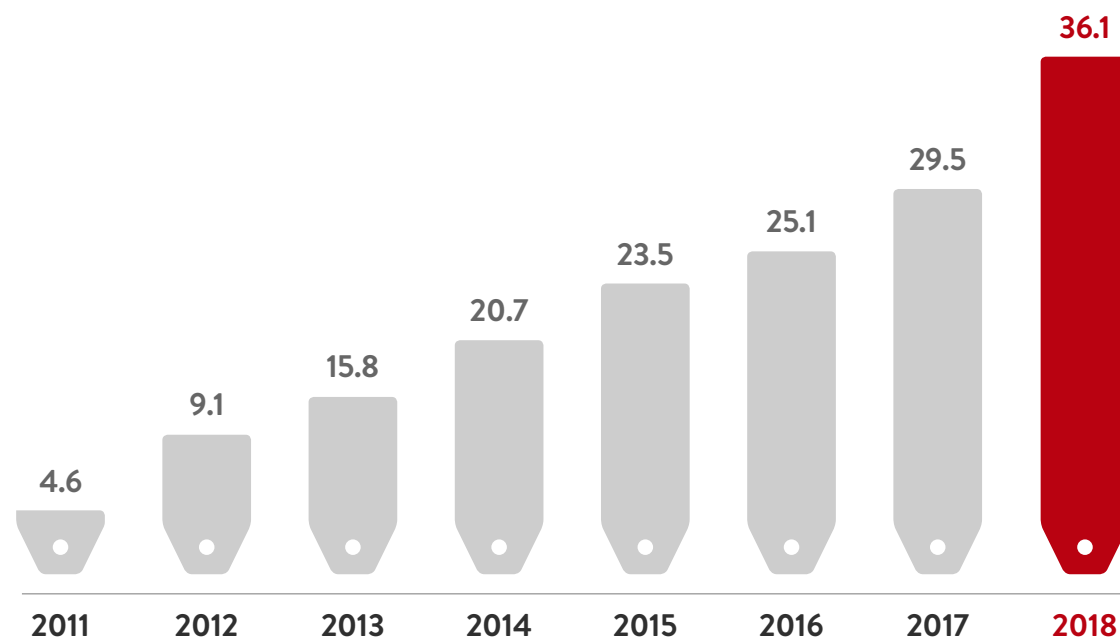
EcoEstilo is the reverse logistics service we offer to Renner customers in two categories: perfumery and apparel.

For perfumery and beauty waste, since 2011, we offer in the stores a collector where customers and employees can discard packaging and bottles, even if they have not been purchased at Renner stores. Collected waste is then sent for final, eco-friendly disposal, avoiding contamination of the environment.

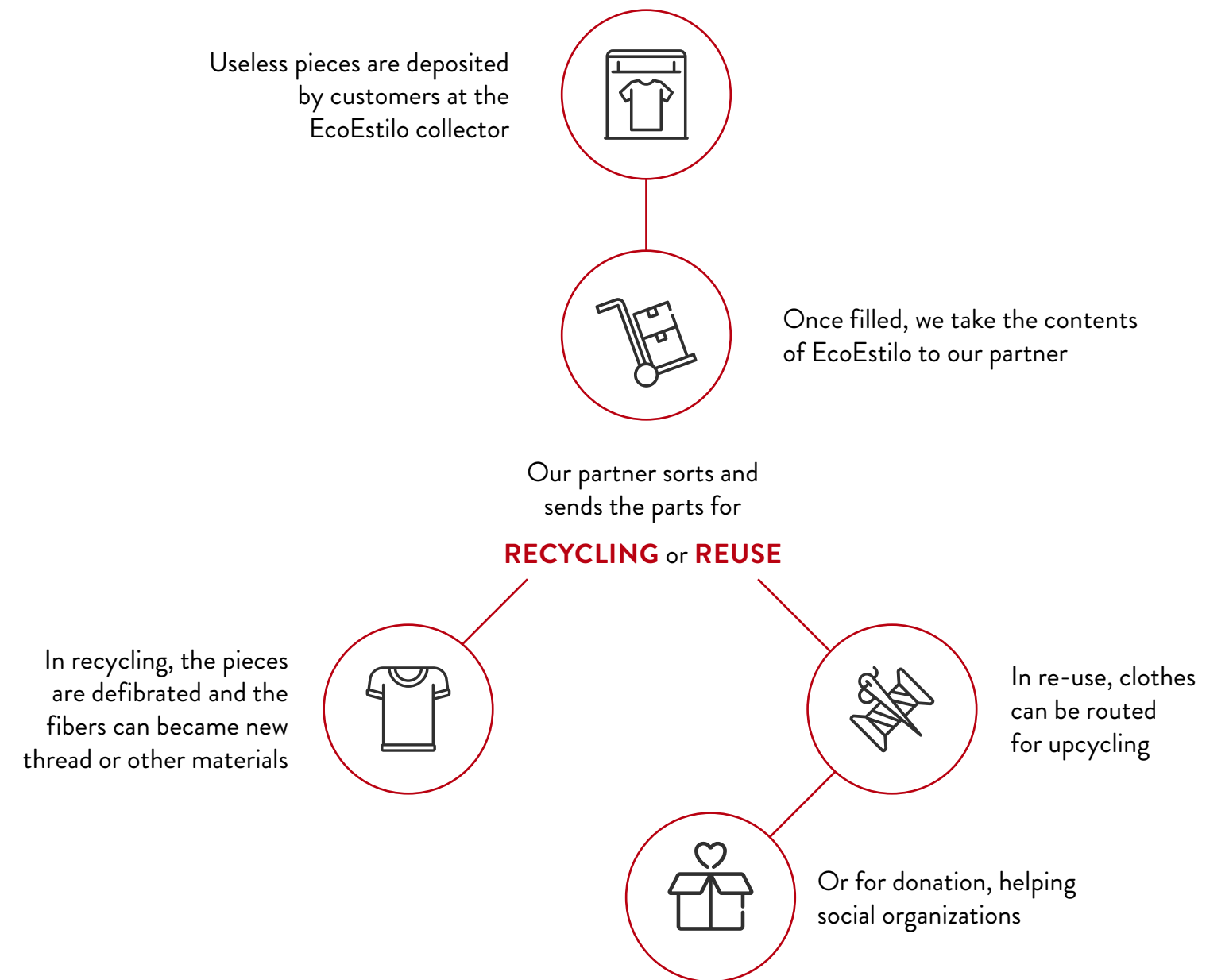
For garments that are no longer useful to our customers, purchased at Renner stores or not, we have been offering a collection service since 2017.

In 2018, the service was expanded from 15 pilot stores to 50 other stores, totaling 65 stores in 21 states. In all, in the two years, 249 kg of clothing were collected, which will be destined for recycling, through the defibration process, or will be sent for reuse by upcycling or donation.

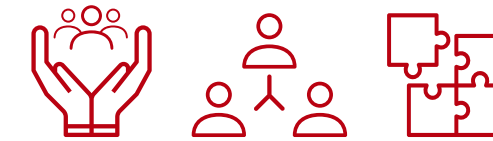
WASTE COLLECTED BY PERFUMERY ECOESTILO (TONS.)



HOW DOES APPAREL ECOESTILO WORK?



ENGAGE EMPLOYEES, COMMUNITIES AND CUSTOMERS



GRI 103-1, 103-2, 103-3

OVERVIEW

DIVERSITY

40% OF WOMEN IN THE COMPANY'S HIGH LEADERSHIP

116 hours of training/employee

SOCIAL DEVELOPMENT

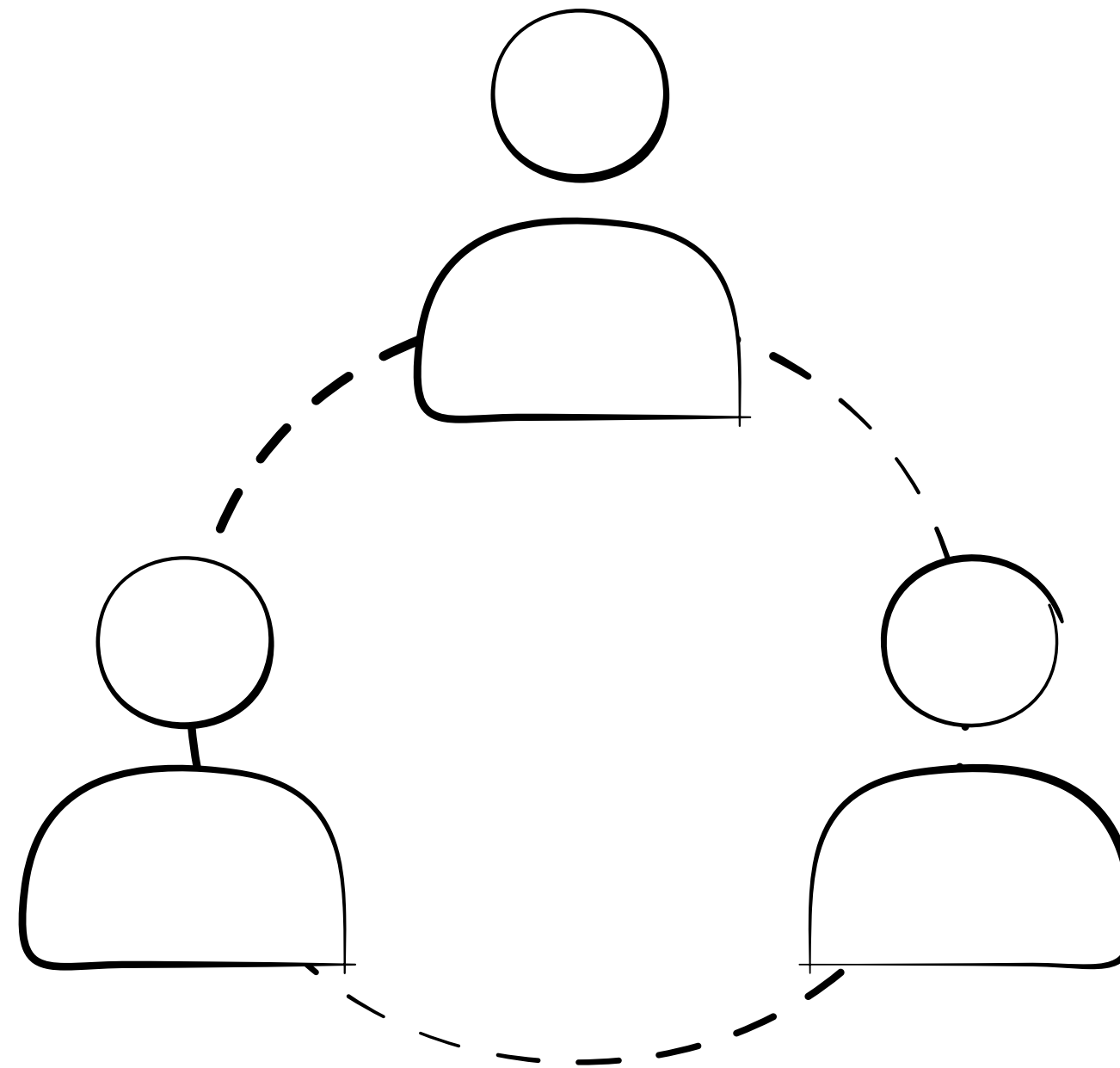
R\$ 8.7 MILLION

INVESTED BY THE LOJAS RENNER INSTITUTE IN

51 PROJECTS WITH **11,800** PEOPLE BENEFITED

ENCHANTMENT

95% VERY SATISFIED AND SATISFIED CUSTOMERS



EVOLUTION IN 2018

- **Renner University** repositioning and relaunching
- **Launch of the Responsible Fashion Re Seal** indicating Renner products made with less impacting raw materials and processes
- Education and communication actions to engage employees and suppliers about sustainability
- Engaging customers for conscious consumption with launch and communication campaigns on more sustainable product lines
- Creation of new Lojas Renner Institute program to promote entrepreneurship for low-income women: the Women Fashion Entrepreneurs

CULTURE OF ETHICS AND SUSTAINABILITY

ETHICS

GRI 102-16, 412-2, AF1, AF2, AF4

Lojas Renner S.A. believes that maintaining ethical relationships throughout the value chain is indispensable for the sustainability of the business.

For that reason, we have a **Code of Ethics and Conduct** (first published in 1995 and most recently updated in 2013 by review of external experts and an internal multidisciplinary team) to guide us so we act ethically in our day-to-day relations with all stakeholders.

During the year we also published our **Code of Conduct for Suppliers** to detail and deepen the conduct, values and principles expected from our suppliers.

ADHERENCE

Employees adhere to the Code of Conduct upon hiring and whenever the document is updated. Suppliers, in turn, commit to the Code in the accreditation process and have their compliance monitored (learn more on **page 33**).

AWARENESS

In 2018, we conducted the training of 17.8 thousand (79.8% of the total) employees on the code, totaling 157.9 thousand hours of training.

For resale suppliers, we held three events in which we presented the Code of Conduct in the cities of Porto Alegre (RS), São José (SC) and São Paulo (SP) to around 240 suppliers. For the back-office administration service providers we held a workshop for the civil construction and logistics suppliers and the others received the communication about the code by email.

GUIDANCE AND REPORTING

The Reporting Channel – via letter, telephone, e-mail and institutional site - are disclosed in the Codes and continuously by means of communication actions to the internal and external publics.

Misconduct reports are treated with absolute secrecy, confidentiality and impartiality by a specialized team, trained to conduct the case. The analyzes of complaints in accounting matters are conducted by the Audit area and the others by the Compliance area.

FIGHTING CORRUPTION

GRI 205-1, 205-2, 205-3, 412-2, 415-1, AF17

We direct our actions against corruption by the Anti-corruption Policy, published in 2014 in compliance with the Anti-Corruption Law and updated in 2018, which explains the practices and principles to be observed by employees, suppliers and third parties

Since 2017, this issue management has been conducted by the Corporate Compliance, responsible for risk mapping of the whole operation and for supporting the preparation of action plans for identified risks, which has provided greater consistency, focus and effectiveness, ensuring continuous monitoring of the issue, aiming at the improvement. In 2018 we did not identify any significant risk.

Every year, we offer the qualification and training of our employees in our anti-corruption practices:

Awareness raising and training actions in 2018

- Training to 1,007 store leaders;
- Training for 756 leaders in training;
- Training to 133 back office employees who directly interact with public agents;
- Training for 110 product team employees, directly related to the commercial practices of hiring our reseller suppliers.
- On-site anti-corruption training to 62 suppliers;
- On-site training for the Directors and Board Members to demonstrate the commitment of the Senior Management on the subject;
- Communication actions on the International Day to Combat Corruption, in December, to about 8 thousand employees; and publication of the "Practical Guide to Relationship with Public Agent" available at the Knowledge Base, on our intranet, with good practices for promoting ethics and fighting corruption in relationships with public agents.

As a result of our actions, we did not have cases of corruption involving Lojas Renner in 2018.

INFORMATION SECURITY

Information security is an increasingly relevant aspect in contemporary society facing the increasing connectivity provided by the internet. In our business, which has wide public reach and access to confidential data, Information Security is one of the pillars of the business and is part of the fundamental commitments of the Code of Conduct.

We dedicate great effort to mitigating cyber risks and securing sensitive information, by means of a solid management structure:

STRUCTURE AND POLICIES

- A formal Information Security Policy that governs the ethical principles of secrecy and privacy to be observed;
- Structured Information Security Area;
- Information Security Corporate Committee of professionals from the People & Development, Legal, Information Technology, Internal Audit, and Loss Prevention departments and from the Information Security department as well;

PROTECTION AGAINST CYBER ATTACKS

We have several processes to protect the Company from the risk of attacks and intrusions by hackers, with three main macro operating structures paved in specialized partner companies:

- SOC – Security Operation Center aimed at protecting the perimeter of the Internet, correlation of events and response to incidents;
- Ethical Hacking with recurrent intrusion tests in the environment; and
- Brand Protection, aimed at monitoring the main brands of Lojas Renner S.A. on the Internet.

PROTECTION OF CUSTOMER DATA

Regarding the risk of information leakage, we have a strong focus on protecting customer data: we are recertified annually in PCI DSS (Payment Card Industry Data Security Standard) since 2012, standard for data protection of credit and debit cards. We use data protection techniques in databases and active Data Loss Prevention (DLP) functionalities for the monitoring and prevention of leakage of sensitive data. Currently, we are focused on the adaptation to LGPD (General Data Protection Law), which will take effect in Brazil in February 2020.

IDENTITY AND ACCESS MANAGEMENT

We have a platform for managing the identities and accesses of employees and partner companies covering the most relevant systems and the vast majority of access accounts. The platform uses RBAC (Role-Based Access Control), Single Sign-On, and complementary processes.

AWARENESS FOR SAFETY

We believe that our employees and partners represent the most important link in the information protection network, in line with our corporate value People. In this sense, we have a corporate program focused on education and information security awareness. The program includes lectures on information security integration for new employees, online course on information security, education campaigns on topics such as password care, cybercrimes, classification of information, among others.

INSPIRATION FOR SUSTAINABILITY

Building a less impact business model is a daily effort and involves the actions and decision making of employees from all areas of the business. Therefore, we have developed several initiatives to disseminate and strengthen this culture.

In 2018, we had a great milestone in engaging for sustainability. The event for the launch of the RE Responsible Fashion Seal (see more on **page 61**), which, for our internal public, took place simultaneously in our headquarters and in all units, reinforcing the strategic relevance of Sustainability Value to the Company.

Learn in the sub-chapters below our management of the priority themes for the engagement of our employees, customers and communities on sustainability.


EMPLOYEES

GRI 102-7, 102-8, 401-3, 405-1, 405-2


DIVERSITY PROFILE


WORKFORCE DIVERSITY PROFILE


LOJAS RENNER S.A.

 **22,334***
EMPLOYEES
6.4% up from 2017

BRAZIL	21,885 (98.0%)
CENTRAL-WEST	1,411 (6.3%)
NORTHEAST	2,500 (11.2%)
NORTH	820 (3.7%)
SOUTHEAST	9,748 (43.6%)
SOUTH	7,406 (33.2%)
URUGUAY	416 (1.9%)
CHINA	33 (0.1%)

 **14,586**
WOMEN
(65.3%)

 **7,748**
MEN
(34.7%)

 **21,312**
OPEN-ENDED
WORK CONTRACTS
(95.4%)

956
FIXED – TERM
CONTRACT
(4.3%)

66
INTERNS


 **2,340**
LEADERSHIP
(10.48%)

19,994
OTHER
EMPLOYEES
(89.52%)

 **13,047 29 Y.O. OR**
YOUNGER (55.42%)

8,455 30 TO 49 Y.O. (37.86%)

832 50 Y.O. OR OLDER (3.73%)

 **21,667 FULL-TIME CONTRACTS**
(97.0%), of which 14,144
women and 7,523 men

667 PART – TIME CONTRACTS
(3.0%), of which 442
women and 225 men

* The total also considers the employees on leave. For this reason, it differs from the total presented in the Financial Statements, of 21,376, which considers only the active employees.

	BOARD OF DIRECTORS	EXECUTIVE OFFICERS	LEADERSHIP	EMPLOYEES	OVERALL AVERAGE
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BY GENDER

Women	25.0%	33.0%	65.6%	63.0%	65.3%
Men	75.0%	67.0%	34.4%	37.0%	34.7%

BY AGE

29 Y.O. or Younger	0.0%	0.0%	26.1%	62.2%	58.4%
30 To 49 Y.O.	12.0%	50.0%	71.5%	33.9%	37.9%
50 Y.O. or Older	88.0%	50.0%	2.5%	3.9%	3.7%

BY ETHNICITY

Yellow	0.0%	0.0%	0.5%	0.6%	0.6%
White	100.0%	100.0%	80.0%	60.3%	62.4%
Indigenous	0.0%	0.0%	0.0%	0.1%	0.1%
Brown	0.0%	0.0%	12.9%	24.7%	23.4%
Black	0.0%	0.0%	5.3%	10.8%	10.2%
Not informed	0.0%	0.0%	1.2%	3.5%	3.3%

All employees are covered by trade union agreements, whose rights and obligations are enforced through a robust management system. For union agreements the company has a GED (Electronic Document Storage) system where it stores 100% of this content.

MATERNITY LEAVE

Leaves ending in 2018: **670**

Total employees that returned to work after the leave: **600**

RETURN RATE: 89.6%

PATERNITY LEAVE

Leaves ending in 2018: **159**

Total employees that returned to work after the leave: **155**

RETURN RATE: 97.5%

DIVERSITY IN OPPORTUNITIES

In 2018 we gave greater visibility to the diversity theme and inclusion in the Company, with the creation of the Diversity area in April 2018.

Since then, with the support of a specialized external consultancy, we have worked on an internal diagnosis to understand the diversity profile of Renner employees and we carried out a sector analysis of best practices and challenges.

Based on this diagnosis, we will build a plan of action to stimulate a culture of diversity in the coming years. In this first year, the focus was on promoting an inclusive work environment and culture in relation to people with disabilities through the following main initiatives:

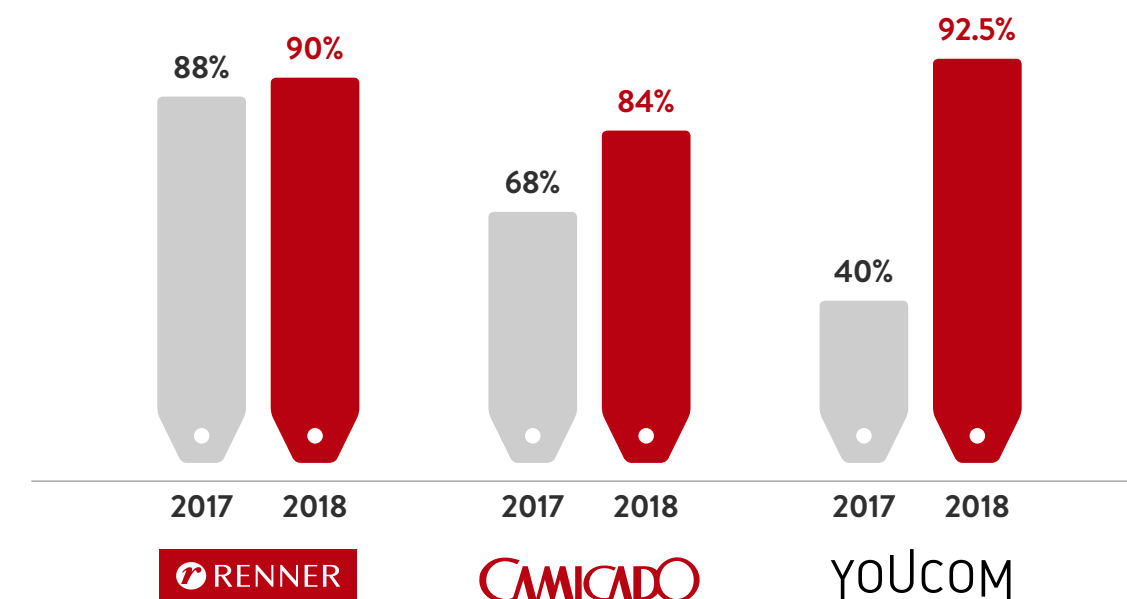
RENNER

- **INCLUSION AGENTS**
At Renner, we formed the first inclusion agent development group, with seven employees (two leaders and five from different functional categories). There were five modules over the course of six months preparing these employees, so they could multiply the inclusion culture in the Company.
- **TRAINING**
We offered training on diversity and inclusion to IT teams, Store Division, Shared Services Center and Distribution Centers.
- **FOLLOW-UP**
The area of diversity closely monitors the disabled person and managers who have or will have a disabled person in their team to ensure an effective inclusion.
- **LABEL IN BRAILLE**
In November, Renner launched a three-button capsule collection with prints and braille labels.

CAMICADO

- **Diversity Month:** We held several activities in September to stimulate reflection on what is the inclusion of people with disabilities, as well as two trainings with leaderships and non-leaderships.
- **Young Apprentice:** in partnership with Derdic, a bilingual school dedicated to teaching children and adolescents with hearing impairment, we hired 27 deaf apprentices, who went through preparatory classes for admission to our stores in 2018 to start their activities in 2019 with greater autonomy.
- **Diversity Week:** In celebration of the Day of the People with Disabilities, we hold lectures, sensitization dynamics and chatting circles to talk about the subject.

COMPLIANCE WITH HIRING QUOTA FOR PERSONS WITH DISABILITIES



SUPPORT FOR DEVELOPMENT

GRI 404-1, 404-3

We provide all our employees with a structured career cycle, driven by the People and Development center, with processes and tools to support their continuous evolution:

- Renner University is a network of learning experiences that seeks to transform knowledge into enchantment.

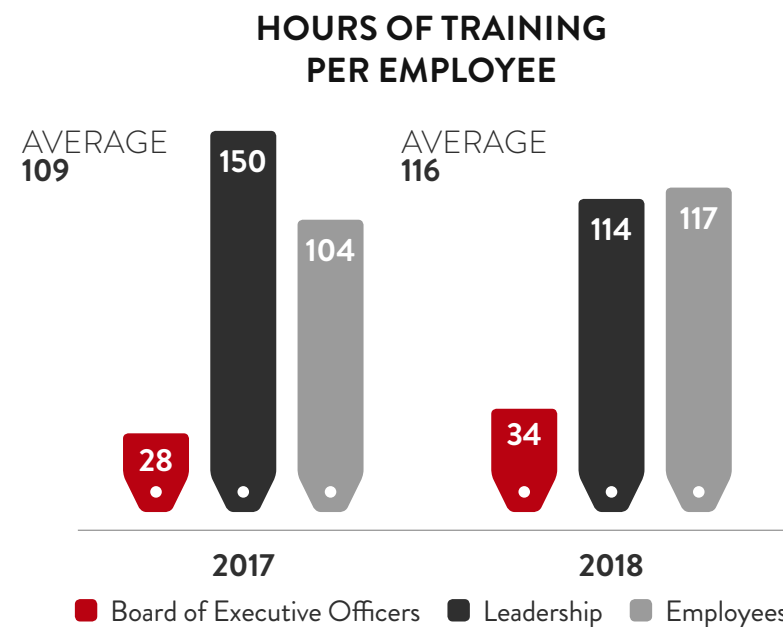
The University has a modern learning platform and fosters networks of experience and connection between employees to enhance the knowledge exchange.

The training is based on the following pillars: Inspiring Leadership, Culture of Enchantment, Business Management, Sustainability, Fashion and Product.

Learning resources are offered in different formats, promoting online and face-to-face courses and training with the objective of strengthening leadership and team development.

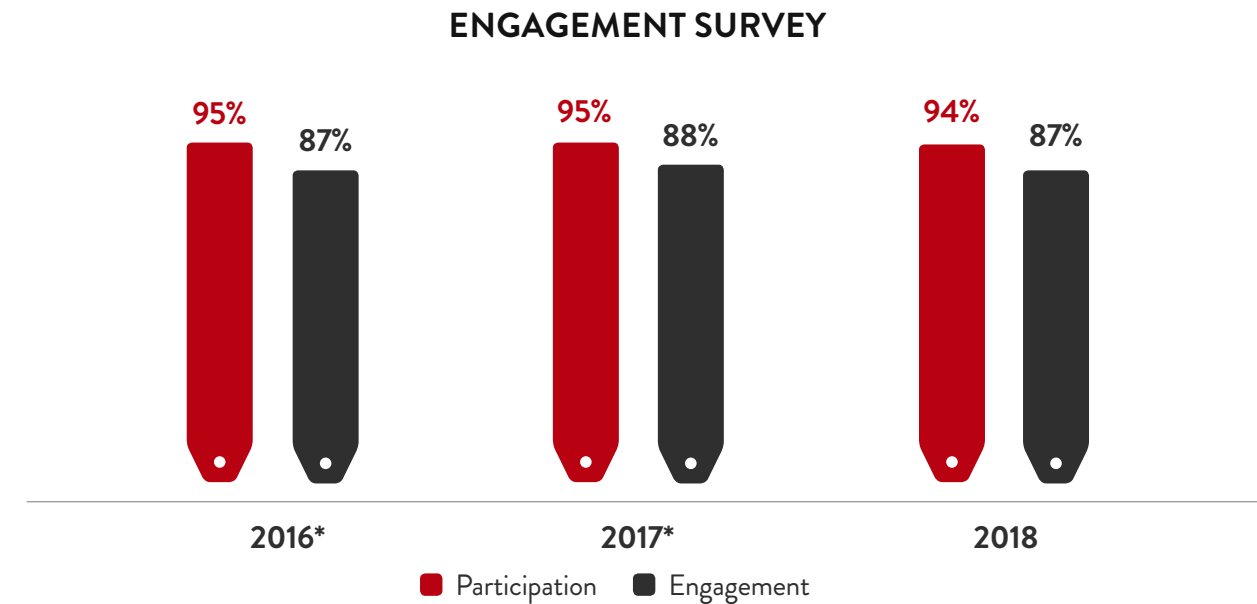
- Corporate education model – based on the pillars: inspiring leadership, enchantment culture, business management, sustainability, fashion and product with courses and online and face-to-face training and actions aimed at strengthening leadership and team development.

- In 2018, we conducted skills assessment with 91% of the eligible employees of Renner, Camicado and Youcom were evaluated, 65% of this total were women and 35% men, 71% employees and 29% leaders.
- Development of Individual Development Plans (IDPs) with actions based on the 70/20/10 learning model (70% actions on the job, 20% knowledge sharing actions and 10% formal training actions).



ENGAGEMENT

We invest in a favorable climate in the workplace where people feel they are valued and recognized, in line with our goal of attracting and retaining the best talent, and with one of our core Values: “People”. Every year, we conduct an online, voluntary and anonymous engagement survey covering all Renner and Camicado employees. The results show we are on the right track. In 2018, Renner and Camicado’s consolidated engagement index was 87%, with 94% adherence, differentials in national and international retail.



* Values considered only Renner stores, since Camicado data were calculated separately. In 2018, figures consolidates both businesses.

COMMUNITY SUPPORT

GRI 203-1, 203-2, 413-1, 413-2

Our fashion retailing operations do not have a significant negative impact on our communities. Our focus on managing this relationship is therefore in exerting our potential of reaching millions of people for the generation of development for society.

For 10 years, Lojas Renner Institute manages our company’s private social investment, the funds invested in these projects are raised through tax incentives and Lojas Renner S.A.’s own budgeted resources.

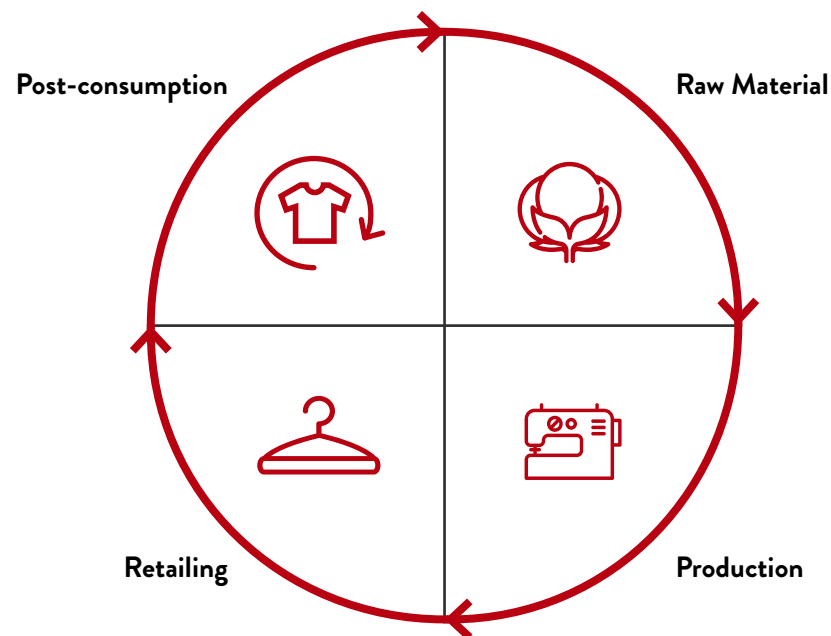
Own resources, from the beginning of the Institute’s activities, came through the Mais Eu Campaign, which foresaw, for four days in August, the reversal of 5% of the net sale, exempt from taxes, to Lojas Renner Institute.

In 2018, the campaign was reformulated and gave rise to the We All Advance Together Movement, which, in addition to raising R\$ 2.5 million in August, began to promote periodic collections and customer engagement in line with the mission of the Lojas Renner Institute.

SUPPORTED PROJECTS

The supported projects are aligned with the different links in the fashion textile chain, in a way that unites the value creation to the people and organizations benefited to the construction of our strategic objective of Responsible Fashion. Learn about the main projects below:

LOJAS RENNER INSTITUTE - 2018



PROJECT PORTFOLIO

Women’s empowerment				
Empowering women refugees				
Women in the organic cotton chain				
Women Fashion Entrepreneurs				
Management of sewing shops				
Sustainable Fashion Ecosystem				

WOMEN'S EMPOWERMENT

Since 2008, the Institute focuses mostly on projects that create jobs and income for socially vulnerable women. When its mission changed in 2016, the Institute established a partnership with Lojas Renner S.A. and UN Women to support productive groups' initiatives for gender equality and generation of income in the textile industry's value chain.

WOMEN FASHION ENTREPRENEURS

Created in 2018, the Program promotes the technical and management training of low-income women to undertake the creation, expansion or professionalization of their businesses in the textile chain. With duration of 12 months, the Program provides training in relation to the different know-how needed by an entrepreneur:

- Requirements for sustainability, product quality and social compliance
- Productive chain
- Hiring
- Financial controls
- Productivity
- Pricing, sales and disclosure
- Technical training in industrial sewing or upcycling techniques
- Skills (leadership, emotional intelligence, cooperation and financial independence)

The Women Fashion Entrepreneurs is developed in six cities of Rio Grande do Sul, Santa Catarina, São Paulo and Rio de Janeiro and provides for the training of 520 women in the first groups, to complete the training in 2019.

EMPOWERING WOMEN REFUGEES

As part of the partnership with UN Women, the Institute offers vocational training to refugee women in São Paulo since 2016, and in Rio de Janeiro and Belo Horizonte, starting in 2018, through a partnership with training centers that develop courses in sewing and retail sales and service to prepare them to enter the Brazilian labor market.

The courses also include the development of behavioral skills such as self-confidence, teamwork and issues related to Brazilian culture, health and safety at work, as well as opportunities for contact with managers of Renner, Camicado and Youcom and visits to the stores so they know how the Brazilian retail routine runs.

In 2018, we doubled the number of trained refugees and prepared 120 students, of whom 35 were hired for Lojas Renner S.A. Renner, Camicado and Youcom. Since the beginning of the project, there have been 240 refugees trained.

"The Empowering women refugees project was created in November 2015 by the Human Rights WG of the Brazil Network of the Global Compact, in partnership with UNHCR and UN Women. This project brought together a group of women refugees and asylum-seekers, with the aim of providing them with means for their economic empowerment through lectures on rights and citizenship, labor market and entrepreneurship, as well as connections with potential employers. Several companies participated and promoted the rights of these women through hiring, promotion of knowledge and professional and educational opportunities. The project is executed with the support of companies and partner organizations, with Renner being one of the organizations that have been involved since the beginning of the project, believing in its potential. In addition to supporting the project, the company also offers the participants an opportunity to attend a course at the Centro São José in the area of sewing, service and retail sales. Finally, the company also mobilized and hired project participants."

GABRIELA ALMEIDA

Human Rights Advisor at Rede Brasil of the Global Compact

WOMEN IN THE ORGANIC COTTON CHAIN:

Professional training project of rural quilombola women from three communities in Minas Gerais to improve the organic cotton production chain, with participatory certification.

In 2018, the project involved about **300 families**.

SUSTAINABLE FASHION ECOSYSTEM

The Institute supports the project, which brings together a group of researchers, entrepreneurs, collectives and brands with the objective of collaborating with sustainable fashion production and consumption in Rio Grande do Sul. The ecosystem is developed through a co-creative design process that encourages the relations among different actors as well as encouraging and enhancing the growth of local production.

“The project contributes to the strengthening of migrant communities, so that they are aware of their rights and have the possibility of an effective socioeconomic inclusion in Brazil, and the search for entering in the textile sector in decent work conditions. It also collaborates with the strengthening of public policy and the migrants support network and, finally, inspires owners of small workshops to regularize their businesses and improve their work environment, providing welfare and protection to their workers.”

ANTONIO CARLOS DE MELLO ROSA

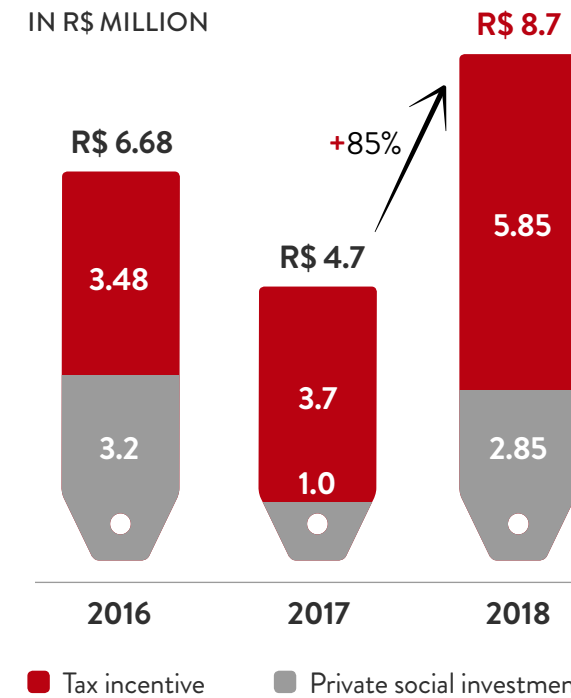
Coordinator of the Program for the Prevention and Combating of Forced Labor International Labor Organization

MANAGEMENT OF SEWING SHOPS

For the second year, in partnership with other textile companies and the International Labor Organization (ILO), we continue with our Project named “Improving working conditions and management of sewing shops in São Paulo” provides training and development for 30 shops of Bolivian immigrants in the city and metropolitan area of São Paulo.

INVESTMENTS

IN R\$ MILLION



11,800 
BENEFICIARIES

51 
PROJECTS

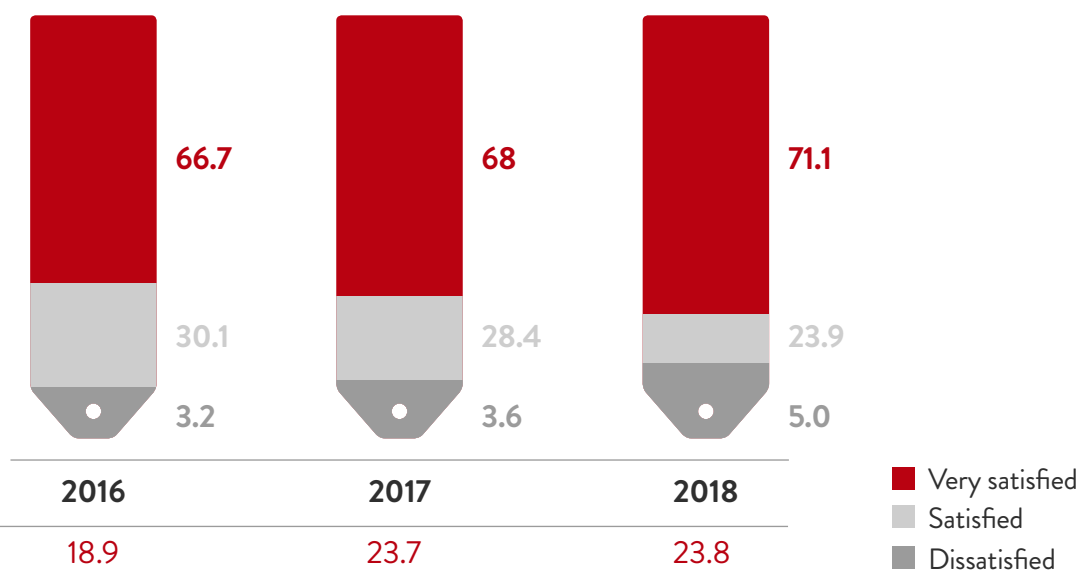
CUSTOMERS

FOCUS ON THE CUSTOMER

Enchanting customers is one of our core values and the reason why we exist. Over 20 years ago we invented the Enchantmeter device, which measures customers' shopping experience at each Renner store door and became one of our edges in the fashion retail market.

In 2018, we digitized the Enchantmeter in our stores to capture in real time and with a complete vision the feedback of the clients, which allows us to quickly correct possible dissatisfaction issues.

ENCHANTMETER (%)



The continuous search for the enchantment in 2018 was supported by several technological, process and logistics improvements so that store employees can focus more on service activities and also so that we can offer the products that the customer wants, whenever he/she wants, while providing ever-better shopping experiences (learn more on [page 22 to 27](#)).

PROXIMITY

With the rapid digital evolution of society, an important part of the enchantment is to be attentive to opinions, demands and expectations of our customers in the online world, each day more connected with the profiles of each of our stores.

BRANDS' SOCIAL NETWORK PRESENCE

Followers	f	ig	tw	www (visits)	p
RENNER	9.7 million	4.5 million	100.0 thousand	486 thousand	135.4 thousand
CAMICADO	810.9 thousand	669.9 thousand	8.7 thousand	none	3.4 thousand
YOUCOM	1.0 million	178 thousand	2.3 thousand	49.8 thousand	none

TAILORED CUSTOMER SERVICE CHANNELS

Find our Call Center numbers, and access the Contact Us by email and Chats Online at:

- Renner**
www.lojasrenner.com.br/central-de-atendimento
- Camicado**
www.camicado.com.br/atendimento/content/12
- Youcom**
www.youcom.com.br/autoatendimento

We have a dedicated team to answer to customer complaints registered through our RECLAME AQUI website.

We are present in the main social networks of each business, such as Facebook and Instagram:

- Renner**
www.facebook.com.br/LojasRenner
www.instagram.com/lojasrenner
- Camicado**
www.facebook.com.br/camicado
www.instagram.com/camicado
- Youcom**
www.facebook.com.br/lojajoucom
www.instagram.com/lojajoucom

DIVERSITY

GRI 417-3

We have increasingly worked on the issue of representing different stereotypes and increasing the representation of minorities in advertisements. We seek to contemplate different races and age groups in our campaigns, essays and videos. In 2018 we also launched t-shirts with Braille description and worked inclusion in the children's day campaign.

Our communication and marketing campaigns comply with specific legislation, such as the Brazilian Code of Advertising Self-Regulation, in addition to the normative instruments, laws and decrees regulated by the Secretariat of Social Communication of the Presidency of the Republic (Secom). In 2018, we did not identify any non-compliance with regulations and voluntary codes concerning marketing communications, both institutional and retail.

SENSITIZATION IN CONSUMPTION

We believe that we have an important responsibility in our relationship with our customers to create an increasingly sustainable business: to offer less and less impacting product lines (learn more on [page 45](#)) by informing the public about the production process of these pieces and empower their choices. Get to know the following main product lines and campaigns launched along these lines:

RE SEAL

In 2018 we launched the Re Responsible Fashion seal, which symbolizes our way of thinking and practicing sustainability and identifies our products, services and initiatives focused on the theme. At the launch event, we brought the presentation of the Re Jeans collection (see item below), and a conversation between the President of Lojas Renner S.A. and Lilian Pacce fashion journalist about the importance of the initiative.

RE JEANS

First collection with recycled jeans from the recycling of leftover fabric from the production process of Renner jeans. These fabric wastes are reused, avoiding the disposal of textile waste, and separated by color. After separation, the fabrics are defibrated, returning to be a thread. With this thread, new jeans fabrics are created and, from them, the recycled pieces are made that make up the collection that can be purchased in 85 selected stores in Brazil and Uruguay and in e-commerce. **In all, in 2018, 54,300 pieces were produced in the Re Jeans collection.**

#YOURECYCLE

Since 2017, Youcom launched the #YouRecycle, capsule collection, with products made with fabrics produced from recycled textile material and/or PET, in a manufacturing process that dispenses water and chemical use and has zero carbon emissions. Each meter of recycled fabric promotes the reuse of 500g of textile leftovers or 8 PET bottles. The products arrived at the stores with special tags made of seed paper containing information on best habits to minimize impacts. In 2018, 45 items were developed with more sustainable materials, totaling 70,142 pieces.

ALCHEMIA SOAP

Product with packaging developed with leftovers from fabrics made by women supported by the Entrepreneurs of Fashion program, from Lojas Renner Institute.

JEANS FOR CHANGE

Since 2014, the project from Youcom fosters initiatives of giving new meaning to jeans use – after use, it can be transformed into something new, expanding its useful life cycle. The project has already worked with donations of pieces to create ecobags, with contests for the design of bags made with used jeans and the transformation of parts by the defibration process, all with the participation of women and communities in a situation of vulnerability.



SENSITIZATION IN USE

Another key step in reducing the environmental impact of the life cycle of our products is to create quality pieces that are more durable and to educate the consumer towards more sustainable usage habits.

QUALITY AND DURABILITY

We have a special care with quality and we have a laboratory where we test the products in development to evaluate issues such as shrinkage, twisting, color fastness and pilling. In addition, we also perform a visual analysis to check seams and finishes, signaling improvement points to deliver a product with quality and durability, thus enchanting our customers.

CARE IN PRODUCT USE

In 2018, after the event of launching Re Seal for the market, we promoted workshops for customers in store in São Paulo and Porto Alegre with designer Cristal Muniz, blogger of "A year without trash" and author of the book "A life without trash : A Guide to Reducing Waste in Your Home and Simplifying Life", which explained the idea of environmentally friendly laundry and advocated the use of a sustainable laundry soap - made from natural ingredients with less impact to the environment. By 2019, we plan to bring our customers more product care tips to extend their life span, which contributes to an increasingly responsible fashion.



STORE ACCESSIBILITY

In order to become a reference in accessibility in Brazilian retail, Renner in 2015 created the Inclusion Project with the initial objective of adapting 21 stores for accessibility to customers and employees.

From then on, we put together in a document the premises of inclusion project for construction and remodeling of stores, in line with NBR 9050, which deals with accessibility to buildings, furniture, spaces and urban equipment.

In 2016 we held workshops on accessibility for awareness and practice of inclusion concepts for Renner partners and, from 2017, all new or major retail store designs already include 100% of the accessibility premises.

In all, approximately R\$ 3 million were invested in stores' accessibility, and in 2018, we totaled 76 stores 100% accessible (21% of the total), which meet all the premises of the standard, and 279 stores partially accessible (79% of the total).

GRI CONTENT INDEX

GRI 102-55

The used GRI Standards protocols are the 2016 versions.

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
GRI 102: GENERAL DISCLOSURES			
Organizational Profile			
102-1	Name of the organization	Lojas Renner S.A.	
102-2	Activities, brands, products, and services	Page 10	
102-3	Location of headquarters	Page 10	
102-4	Location of operations	Page 10	
102-5	Ownership and legal form	Corporation, publicly traded.	
102-6	Markets served	Page 10	
102-7	Scale of the organization	Page 10	
102-8	Information on employees and other workers	Page 54. The data reported includes all employees, active and on-leave, on 12/31/2018.	
102-9	Description of the organization's supply chain	Page 32	8
102-10	Significant changes to the organization and its supply chain in the reporting period	Increase in spending on international suppliers by 9 p.p.	
102-11	Whether and how the organization applies the Precautionary Principle or approach	We do not formally apply the precautionary principle, but we manage social and environmental risks in a preventive manner, as reported on the chapter Social and Environmental Risks, page 17.	
102-12	Externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses	Page 6 and 33	
102-13	Main memberships of industry or other associations, and national or international advocacy organizations	Page 17	
Strategy			
102-14	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization	Page 6	
102-15	Key impacts, risks, and opportunities	Page 16 and 17	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	Pages 7 and 52. Our Vision, Values and Code of Conduct are available in Portuguese, English and Spanish to reach all members of the governing body, employees, business partners and other stakeholders.	16

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
Governance			
102-18	Governance structure, including committees	Page 13	
102-28	Processes for evaluating the highest governance body's performance with respect to governance of economic, environmental, and social topics	Page 15	
Stakeholder engagement			
102-40	List of stakeholder groups engaged by the organization	The last materiality process involving stakeholder engagement in 2016 included high-level leadership, employees, investors, suppliers, customers and opinion makers with specific knowledge on the sector's social and environmental risks.	
102-41	Percentage of total employees covered by collective bargaining agreements	100%	8
102-42	Basis for identifying and selecting stakeholders with whom to engage	In the most recent materiality process, held in 2016, the selected stakeholders were those presenting the greatest potential to exert influence in the business.	
102-43	Organization's approach to stakeholder engagement, including frequency of engagement	The materiality process is performed every 6 years, with mid-cycle review. In 2018, the 2016-2021 Responsible Fashion cycle was reviewed, with a focus on enhancing the impact management of relevant themes, evaluating improvement points to achieve the proposed strategic objectives while identifying areas for monitoring and reporting betterment. Therefore, this process did not involve external stakeholders. In addition to the materiality, we have several initiatives for daily engagement with our stakeholders, described throughout the chapters dedicated to customers, employees, suppliers and society.	
102-44	"Key topics and concerns that have been raised through stakeholder engagement, including how the organization has responded to those key topics and concerns"	Page 29	
Reporting practice			
102-45	Entities included in the consolidated financial statements	"Lojas Renner (Renner), Maxmix Comercial Ltda. (Camicado), Fashion Business Comércio de Roupas Ltda. (Youcom), Renner Administradora de Cartões de Crédito Ltda. (RACC), Dromegon Participações Ltda. (Dromegon) - company owning some of the properties used in our commercial operations - Lojas Renner Shanghai Trading Co. Ltd. (LRS) - responsible for procurement, quality control and test sample development, with Asian suppliers and Realize Crédito, Financiamento e Investimento S.A. (Realize). All the companies in our structure included in the financial statements are considered in the report's quantitative indicators."	
102-46	Process for defining report content and topic Boundaries	The content of the report is based on these strategic themes for the sustainable development of the business and also on the presentation of the Company's profile, strategy and governance, in line with the Integrated Reporting methodology.	

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
102-47	List of material topics identified in the process for defining report content	- Responsible Suppliers - Eco-Efficient Management - Sustainable Products and Services - Engaging Employees, Communities and Customers.	
102-48	Report on the effect of any restatements of information provided in previous reports	There were no restatements	
102-49	Significant changes from previous reporting periods in the list of material topics and topic Boundaries	The scope 2 emissions following the market-based method in 2017 (305-2) has changed upon finalization of the 2017 inventory and, therefore, we have corrected the data in this report.	
102-50	Reporting period	2018	
102-51	Date of most recent report	2017	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	Page 4	
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	
102-55	GRI content index	Page 63	
102-56	External assurance	Page 71	
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Responsible Suppliers: relevant because it considers the full extension of the Company's supply chain, as a large retailer. The impact occurs within the Company and outside, in the suppliers and society, and the Company's role is to mitigate risks while providing development in the chain, especially of resale. Eco-efficient management: relevant because it considers the extension of operations, consumption of natural resources and disposal of 556 stores and headquarters. The impact is on the Company, the environment and society. Engage customers, employees and communities: relevant for having a direct link with the Company's Vision, to enchant everyone, and is fundamental for building a more responsible fashion with the involvement of all. The impact is felt on the Company, on the society, on the customers and on the communities and minorities supported by Lojas Renner Institute's projects. Sustainable products and services: relevant because it considers the large extent of the volume of products sold by the Company and the socio-environmental impacts that exist in the sector's value chain. The impact is within the Company and outside, on suppliers, customers and society, and the Company's role is to mitigate risks while providing development to the resale chain.	
103-2	The management approach and its components	Pages 17, 32, 38, 45 and 51	
103-3	Evaluation of the management approach	Pages 32, 38, 45 and 51	

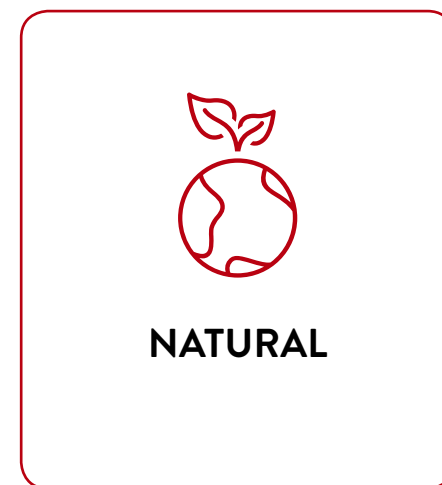
CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
GRI 203: INDIRECT ECONOMIC IMPACTS			
203-1	Infrastructure investments and services supported	Page 57	2
203-2	Significant indirect economic impacts	Page 57	
GRI 204: PROCUREMENT PRACTICES			
204-1	Proportion of spending on suppliers local to significant locations of operation	Page 32. We consider Brazilian suppliers as local	12
GRI 205: ANTI-CORRUPTION			
205-1	Total number and percentage of operations assessed for risks related to corruption, and significant risks identified	Page 52	
205-2	Communication and training about anti-corruption policies and procedures	Page 52	
205-3	Confirmed incidents of corruption and actions taken	Page 52	
GRI 301: MATERIALS			
301-3	"Percentage of reclaimed products and their packaging materials for each product category"	Page 44. The indicator does not presents percentage in relation to the products sold because the packaging collected at EcoEstilo Perfumery is not exclusively sold by the Company. Therefore, in this indicator we bring only the total of collected packages, a relevant data that shows the performance of the project in collecting packages.	
GRI 302: ENERGY			
302-1	Energy consumption within the organization	Page 41. The information does not include types of fuels used. We consider 1 watt-hour equivalent to 3,600 joules.	7,8, 12 and 13
302-3	Energy intensity	Page 41. The indicator considers only consumption within the organization.	7,8, 12 and 13
302-4	Reduction of energy consumption	Page 41	7,8, 12 and 13
302-5	Reductions in energy requirements of products and services	Page 41	7,8, 12 and 13
GRI 305: EMISSIONS			
305-1	Direct (Scope 1) GHG emissions	Page 43	3, 12 and 13
305-2	Energy indirect (Scope 2) GHG emissions	Page 43	3, 12 and 13
305-3	Other indirect (Scope 3) GHG emissions	Page 43	3, 12 and 13
305-4	GHG emissions intensity	Page 43	13
305-5	Reduction of GHG emissions	Page 43	13
GRI 306: EFFLUENTS AND WASTE			
306-2	Waste by type and disposal method	Page 44	3 and 12
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT			
308-1	New suppliers that were screened using environmental criteria	Pages 33 and 35	
308-2	Negative environmental impacts in the supply chain and actions taken	Pages 17 and 33 to 35	

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
GRI 401: EMPLOYMENT			
401-3	Return to work and retention rates of employees that took parental leave, by gender	Page 54. It does not include retention data after 12 months, which were not available at the time of publication.	
GRI 404: TRAINING AND EDUCATION			
404-1	Average hours of training per year per employee, by gender and employee category	Page 56	
404-3	Percentage of total employees by gender and by employee category who received a regular performance and career development review, by gender and employee category	Page 56	4, 5 and 8
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
405-1	Percentage of individuals within the organization's governance bodies by gender, age group, minorities, and other indicators of diversity	Page 54	
GRI 406: NON-DISCRIMINATION			
406-1	Total number of incidents of discrimination and corrective actions taken	In 2018, just one grievance procedure was filed for moral harassment, a sharp drop when compared to the 83 procedures filed in the previous year. We have no control system to report whether this claim is related or not to a discriminatory matter.	8
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
407-1	Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk, and measures taken	Pages 17 and 33 to 35	8 and 16
GRI 408: CHILD LABOR			
408-1	Operations and suppliers considered to have significant risk for incidents of child labor, and measures taken by the organization to contribute to the effective abolition of child labor	Pages 17 and 33 to 35	8 and 16
GRI 409: FORCED OR COMPULSORY LABOR			
409-1	Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor and measures taken by the organization to contribute to the elimination of all forms of forced or compulsory labor	Pages 17 and 33 to 35	5, 8 and 16
GRI 410: SECURITY PRACTICES			
410-1	Percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures	We do not have consolidated monitoring of the total number of security personnel undergoing training, since they are outsourced employees. We will seek to create a consolidation standard in the coming years.	
GRI 412: HUMAN RIGHTS ASSESSMENT			
412-2	Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including percentage of employees trained during the reporting period	Page 52	
GRI 413: LOCAL COMMUNITIES			
413-2	Operations with significant actual and potential negative impacts on local communities	Pages 17 and 57	8, 12 and 16

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
GRI 414: SUPPLIER SOCIAL ASSESSMENT			
414-1	New suppliers that were screened using environmental criteria	Pages 17 and 33 to 35	
414-2	Negative social impacts in the supply chain and actions taken	Pages 17 and 33 to 35	8, 12 and 16
GRI 415: PUBLIC POLICY			
415-1	Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary	No financial or in-kind political contributions were made, directly or indirectly, by the Company.	16
GRI 417: MARKETING AND LABELING			
417-1	Requirements for product and service information and labeling	All products feature information on their labels. As for Renner's less impacting products, we communicate this attribute to the customer through special tags.	
417-3	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of result	Page 61	
SECTOR SUPPLEMENT			
Code of Conduct			
AF1	Code of conduct content and coverage	Page 33	16
Audit Process			
AF2	Parties and personnel engaged in code of conduct compliance function	Pages 35 and 52	12 and 16
AF3	Compliance audit process	Pages 34 and 35	12 and 16
Grievance Procedures			
AF4	Policy and procedures for receiving, investigating, and responding to grievances and complaints	Pages 34 and 35	12 and 16
Capacity Building			
AF5	Strategy and scope of efforts to strengthen capacity of management, workers and other staff to improve in social and environmental performance	Page 35	8, 12 and 16
Business Integration			
AF6	Policies for supplier selection, management, and termination	Page 33	8, 12 and 16
CODE OF CONDUCT			
AF7	Number and location of workplaces covered by the Code of Conduct	100% of our own employees and our direct suppliers are covered by the Code of Conduct for Employees and the Code of Conduct for Suppliers	
AUDIT PROCESS			
AF8	Number of audits conducted and percentage of workplaces audited	Pages 34 e 35.	12

CONTENT		REFERENCE (PAGE) / DIRECT DISCLOSURE	"SDGs REFERENCE"
NON-COMPLIANCE FINDINGS			
AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages	There were 126 incidents of non-compliance with legal requirements and collective bargaining agreements on payment of wages at resale suppliers, of which 112 (88.9%) have already presented the action plan, correcting the nonconformities and 14 are within the established deadline for regularization.	12
AF10	Incidents of non-compliance with overtime standards	There were 49 incidents of non-compliance with overtime standards at resale suppliers, of which 45 (91.8%) have already presented the action plan, correcting the nonconformities and four are within the established deadline for regularization	12
AF12	Incidents of the use of child labor	There were no incidents of use of child labor in the companies that were part of the supply base.	12
AF13	Incidents of noncompliance with standards on gender discrimination	In the year 2018 no incidents of gender discrimination were registered in the companies that were part of the supply base.	12
AF14	Incidents of non-compliance with code of conduct	Pages 34 and 35	12
BUSINESS INTEGRATION			
AF15	Analysis of data from code compliance audits	Page 35	12
AF16	Remediation practices to address non-compliance findings	Page 35	12
AF17	Actions to identify and mitigate business practices that affect code compliance	Pages 34, 35 and 52	12

CAPITALS MAP



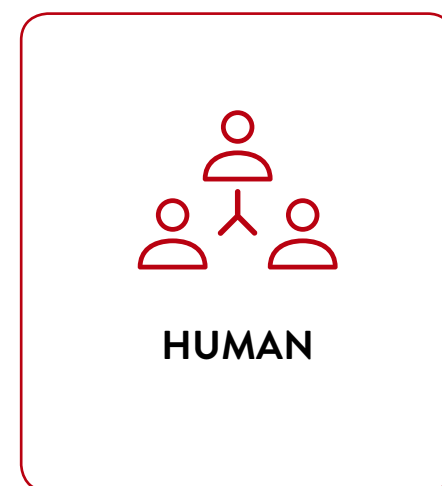
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PG. 7 • PG. 19



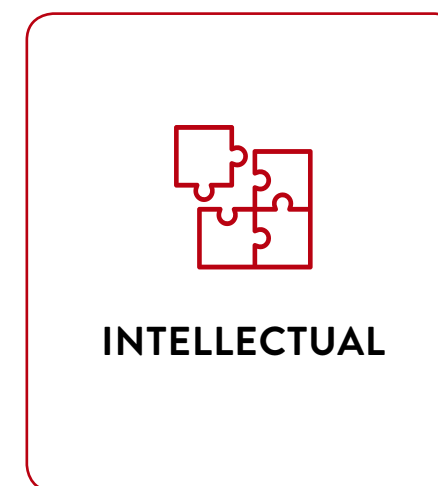
PG. 7 • PG. 10 • PG. 32



PG. 7 • PG. 51



PG. 7 • PG. 17
PG. 32 • PG. 51



PG. 13 • PG. 22 • PG. 51

INDEPENDENT AUDITORS' REPORT

GRI 102-56



KPMG FINANCIAL RISK & ACTUARIAL SERVICES LTDA.

Rua Arquiteto Olavo Redig de Campos, 105,
6º andar – Torre A

04711-904 – São Paulo/SP – Brasil

Caixa Postal 79518 – CEP 04707-970
São Paulo/SP – Brasil

Telefone: +55 (11) 3940-1500

Fax: +55 (11) 3940-1501

www.kpmg.com.br

LIMITED ASSURANCE REPORT ISSUED BY INDEPENDENT AUDITORS

TO THE BOARD OF DIRECTORS, SHAREHOLDERS AND STAKEHOLDERS
LOJAS RENNER S.A.
PORTO ALEGRE - RS

INTRODUCTION

We have been engaged by Lojas Renner S.A. (“Lojas Renner” or “Company”) to apply limited assurance procedures on the sustainability information disclosed in Lojas Renner’s Annual Report 2018, related to the year ended December 31st, 2018.

RESPONSIBILITIES OF LOJAS RENNER’S MANAGEMENT

The Management of Lojas Renner is responsible for adequately preparing and presenting the sustainability information in the Annual Report 2018 in accordance with the Standards for Sustainability Report of Global Reporting Initiative - GRI, as well as the internal controls determined necessary to ensure this information is free from material misstatement, resulting from fraud or error.

INDEPENDENT AUDITORS’ RESPONSIBILITY

Our responsibility is to express a conclusion about the information in the Annual Report 2018 based on a limited assurance engagement conducted in accordance with Technical Communication (TC) 07/2012, which was prepared based on NBC TO 3000 (Assurance Engagements Other Than Audits and Reviews), both issued by the Brazilian Federal Accounting Council - CFC and equivalent to international standard ISAE 3000, issued by the International Federation of Accountants and applicable to Non-Financial Historical Information. These standards require compliance with ethical requirements, including independence ones, and the engagement is also conducted to provide limited assurance that the information disclosed in the Lojas Renner’s Annual Report 2018, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of questions and interviews with

the Management of Lojas Renner and other professionals of the Company involved in the preparation of the information disclosed in the Annual Report 2018 and use of analytical procedures to obtain evidence that enables us to reach a limited assurance conclusion about the sustainability information taken as a whole. A limited assurance engagement also requires additional procedures when the independent auditor acknowledges issues which may lead them to believe that the information disclosed in the Annual Report 2018 taken as a whole could present material misstatement.

The selected procedures were based on our understanding of the issues related to the compilation, materiality and presentation of the information disclosed in the Annual Report 2018, on other engagement circumstances and also on our considerations regarding areas and processes associated with material sustainability information disclosed where relevant misstatement could exist. The procedures consisted of:

- a. Engagement planning: considering the material aspects for Lojas Renner's activities, the relevance of the information disclosed, the amount of quantitative and qualitative information and the operational systems and internal controls that served as a basis for preparation of the information in the Lojas Renner's Annual Report 2018. This analysis defined the indicators to be checked in details;
- b. Understanding and analysis of disclosed information related to material aspects management;
- c. Analysis of preparation processes of the Annual Report 2018 and its structure and content, based on the Principles of Content and Quality of the Standards for sustainability report of the Global Reporting Initiative - GRI (GRI-Standards);
- d. Evaluation of non-financial indicators selected:
 - Understanding of the calculation methodology and procedures for the compilation of indicators through interviews with management responsible for data preparation;
 - Application of analytical procedures regarding data and interviews for qualitative information and their correlation with indicators disclosed in the Annual Report 2018;
 - Analysis of evidence supporting the disclosed information;
 - Visit to the corporate office for application of these procedures, and items (b) and (c);
- e. Analysis of whether the performance indicators omission and justification are reasonable to

be accepted associated to aspects and topics defined as material in the materiality analysis of the Company;

- f. Comparison of financial indicators with the financial statements and/or accounting records.

We believe that the information, evidence and results we have obtained are sufficient and appropriate to provide a basis for our limited assurance conclusion.

SCOPE AND LIMITATIONS

The procedures applied to a limited assurance engagement are substantially less extensive than those applied to a reasonable assurance engagement. Therefore, we cannot provide reasonable assurance that we are aware of all the issues that would have been identified in a reasonable assurance engagement, which aims to issue an opinion. If we had conducted a reasonable assurance engagement, we may have identified other issues and possible misstatements within the information presented in the Annual Report 2018.

Nonfinancial data is subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate or estimate these data. Qualitative interpretation of the data's materiality, relevance and accuracy are subject to individual assumptions and judgments. Additionally, we have not examined data related to prior periods, to evaluate the adequacy of policies, practices and sustainability performance, nor future projections.

CONCLUSION


Based on the procedures carried out, described earlier in this report, we have not identified any relevant information that leads us to believe that the information in the Annual Report 2018 of Lojas Renner is not fairly stated in all material aspects in accordance with the Standards for Sustainability Report of Global Reporting Initiative - GRI (GRI-Standards), as well as its source records and files.

São Paulo, February 04th, 2019

KPMG Assessores Ltda.
CRC 2SP034262/O-4 F-SP



Eduardo V. Cipullo
Accountant CRC 1SP135597/O-6



KPMG Financial Risk & Actuarial Services Ltda.
Ricardo Algis Zibas

CREDITS

HEADQUARTERS

Lojas Renner S.A.

Avenida Joaquim Porto Villanova, 401

CEP: 91410-400 – Jardim do Salso

Porto Alegre (RS) – Brasil

Phone: +55 (51) 3272.2450

Website: www.lojasrenner.com.br

COORDINATORS

Human Resources Executive Office – Sustainability Management

Administrative, Financial and IR Executive Office – Investor Relations Management

EDITORIAL PROJECT, WRITING, GRI & INTEGRATED REPORTING CONSULTING

RICCA Sustentabilidade

www.riccari.com.br

GRAPHIC DESIGN: LAYOUT & ILLUSTRATIONS

RICCA Sustentabilidade

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