



SUSTAINABLE COFFEE PROGRAM

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In case of divergence in the interpretation between versions in different languages, the wording contained in the official version in Brazilian Portuguese shall prevail.

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1 INTRODUCTION

What is sustainability? According to the Aurélio dictionary: "Quality or property of what is sustainable, of what is necessary for the conservation of life." Sustainability is directly related to the economic and material development of a company, considering the use of natural resources in an intelligent way so that they are maintained in the future. This concept that, relating economic, social, cultural and environmental aspects, seeks to meet the needs of the present without affecting future generations.

Following this concept, COOCACER Araguari has developed the Sustainable Coffee Program, which, based on the minimum requirements of the Equivalence Mechanism of the Global Coffee Platform, has established criteria in the production, processing and management of coffee properties, attesting through internal audits that partners, customers and suppliers present in its supply chain provide products of high sustainable standards, traceable and, above all, reliable.

2 OUR PROGRAM

Currently, the search for sustainable development that encompasses various spheres of society, as advocated by the Sustainable Coffee Program of the Coocacer Araguari Cooperative, has become a global priority. To achieve this goal, it is essential to understand and integrate the fundamental pillars that support this journey: Educational, Environmental, Social, Economic, and Governance.

The Educational pillar represents the foundation of human progress, being essential to empower individuals and communities with the knowledge, skills and values necessary to face contemporary challenges. An inclusive and quality education system is crucial for promoting equal opportunities and driving sustainable development.

The Environmental pillar recognizes the interdependence between human beings and the environment, highlighting the importance of conserving natural resources, mitigating climate change, and protecting biodiversity.

In the Social sphere, the focus is on promoting social justice, equity and respect for human rights. This includes the eradication of poverty, the reduction of inequalities, universal access to health and education, as well as the promotion of social inclusion and diversity.

The Economic pillar addresses the need to promote economic growth in a sustainable way, considering not only financial profit, but also the well-being of people

and the preservation of natural resources. This involves promoting ethical business practices, stimulating innovation and responsible entrepreneurship, as well as creating decent jobs and reducing economic disparities.

Finally, Governance refers to the mechanisms and institutions that regulate and coordinate the actions of different social actors in search of the common good. Effective and transparent governance is essential to promote citizen participation, fight corruption, and ensure the delivery of quality services.

In this context, collaboration between clients, companies, civil society and local communities plays a crucial role in promoting sustainable development in all its dimensions.

3 PROGRAM SCOPE

The scope of application of the requirements of the Sustainable Coffee Program is the entire property that is part of the verification process following the requirements proposed in this protocol. In order to assist during the process of internal and external audits, the producer who joins the program must demonstrate compliance with the requirements from the beginning of the crop year in which the term of adhesion to the group was signed, for example, for a term signed in December/2021, will be considered evidence from September/2021. It is worth noting that eligibility requirements classified as zero tolerance (environmental and social) will be evaluated according to the auditor's risk analysis.

The basis for defining the requirements is the CAR – Rural Environmental Registry. In addition to the property that was selected to enter the verification process of the Sustainable Coffee Program, in accordance with the Brazilian Forest Code – LAW No. 12,651, OF MAY 25, 2012, compensated legal reserves will also be evaluated, in order to comply with the legislation regarding the 20% destined to the Legal Reserve. Producers who have a lease agreement as a right to legal use of the land must present the legal compliance of the place regarding environmental requirements (CAR, licensing, grants...)

The scope of requirements applicable during the verification process of the Sustainable Coffee Program should focus on cultivation and activities related to the main crop, i.e., coffee. Only criteria focused on environmental requirements should cover all operations and areas of all properties participating in the program.

Producers who meet the criteria of Articles 149 and 149-A of the Penal Code regarding the Registration of Employers who have subjected workers to conditions analogous to slavery or in another substituted way or are embargoed by IBAMA for suppression of vegetation are automatically INELIGIBLE to participate in the program.

Properties that have carried out any type of conversion of forests or other natural ecosystems into agricultural production or other land uses that occurred after January 1, 2014, legally or illegally, are automatically INELIGIBLE.

The framework of the Sustainable Coffee Program requirements, as detailed in each principle, is aligned with the conditions of continuous improvement. According to the GCP equivalence mechanism, failure to implement these conditions is classified as a critical practice by the Sustainable Coffee Program. Continuous improvement is classified as an initiative widely adopted by organizations with the aim of continuously improving their results, making them more efficient and effective, covering both products and processes and services. It is worth mentioning that requirements in relation to continuous improvements go hand in hand with corrective actions that were not satisfactorily implemented within the deadlines described in the evaluation process of the Sustainable Coffee Program.

Non-compliance with continuous improvement requirements is not treated as a zero-tolerance condition, but rather as an opportunity for improvement. If a producer does not meet the continuous improvement requirements during the audit, the non-compliance will be classified and the producer will be given a 90-day deadline to implement the necessary corrective actions. These corrective actions must be implemented satisfactorily within this timeframe.

If corrective actions are not implemented or do not meet established requirements, non-compliance may be reclassified as a critical practice, which may affect the producer's certification and their continuity in the program. The clear definition of these procedures ensures that producers understand the importance of meeting continuous improvement requirements and the implications of non-compliance, and an action plan can be presented to address continuous improvement non-compliance and deadlines for implementation for the next audit year.

Audits can be carried out individually or in groups. For individual audits, farms must go through the audit process every year, complying with all procedures in this protocol. In the case of group audits, there is no minimum or maximum limit of farms that can make up a group. Any audit that involves the simultaneous evaluation of more

than one producer will be considered a group audit. Regardless of the size of the group, all farms must go through the external audit process at least once every 3-year cycle, and every year it must go through the internal audit process.

3.1 Implementation Cycle and Criteria Evaluations

The initial evaluations will be carried out based on the information registered by COOCACER of each producer, through the Sustainable Coffee Program. In line with the methodology of the Global Coffee Platform (GCP), the program aims, in partnership with producers, to achieve the highest levels of sustainability through continuous improvement.

Initial Assessment:

Unacceptable Practices: All unacceptable practices must be eliminated immediately.

Other Requirements: They will be evaluated based on a score that will classify producers at the advanced, intermediate or basic levels.

After the first assessment of the Sustainable Coffee Program requirements, COOCACER's technical department will use the fundamental-level GCP platform application to compile data and measure the sustainability of each producer. This analysis will allow you to compare the level of compliance with both protocols.

The producer will be evaluated on all items of the Sustainable Coffee checklist applicable to the certification year in question. To pass the audit, you must comply with all applicable requirements. If there are non-conformities, the producer needs to correct them, identifying the root cause, implementing the correction and adopting corrective actions. The deadline for remedying non-conformities and presenting all the necessary evidence is 90 days.

It is essential that every new member is properly evaluated according to the internal audits procedure before joining the group. Once approved, from the first certification cycle, the member must adhere to the requirements set out in this code of conduct. Subsequently, the protocol will be applied with annual audits to measure the continuous improvement and the level of sustainability of the group.

The producer needs to meet all the critical criteria of the protocol and comply with 100% of the requirements applicable to the year and cycle in question.

Auditor Risk Assessment

The reference to the auditor's risk assessment applies to both cases: third-party auditors and the Cooperative's Technical Department. Risk assessment can influence the frequency of internal audits, although the protocol does not explicitly require risk assessments. The level of risk may affect the need for more frequent audits or adjustments to audit plans.

Internal Audit Schedule

Internal quality audits are conducted at planned intervals. These audits take place at least one year to ensure consistency across all producers. The schedule is based on a fixed annual calendar, ensuring that all areas are covered and that there is continuous monitoring of compliance and improvements in accordance with item 3.2 Procedure for internal and external audits

Certification Audits (External)

Certification audits are carried out by companies or third-party auditors, without ties to COOCACER and the producer, in order to ensure that there are no conflicts of interest in the evaluations, corroborating an effective evaluation process.

Responsibility for the Evaluation Methodology

The evaluation methodology is regularly evaluated and reviewed based on lessons learned. The responsibility for reviewing and updating the methodology falls on COOCACER's Sustainability department, in collaboration with external consultants. Evaluation and review of the methodology occurs annually or as needed, based on feedback and changes in regulatory requirements or the program.

3.2 Internal audit and certification procedure

A. Internal Audits

As an essential management tool, COOCACER has implemented internal quality audits, which are systematically carried out at intervals planned by the cooperative's technical department. The objective of these audits is to assess whether the producers

participating in the Sustainable Coffee Program are in compliance with the regulatory requirements. Internal audits take place on 100% of the certified farms, whether individuals or groups, those responsible for the evaluations must complete the evaluation checklist of the protocol, pointing out strengths, evidence of the evaluations, as well as describing the non-conforming points, requiring the producer to have time to deal with the non-conformities as defined in this protocol.

B. Certification Audits

Certification audits are carried out annually by companies, or third-party auditors, without any link with COOCACER or even with the producer, providing an independent and impartial assessment of compliance with the requirements of the Sustainable Coffee Program. In the group certification audit, 33.3% of group members are sampled, ensuring that all farms are audited at least once during a three-year cycle. This procedure ensures that all properties are evaluated within each certification cycle, providing safe and measurable results.

Important: As much as the Sustainable Coffee Program uses outsourced companies to carry out its Certification audits in order to ensure better results in the evaluation processes, the Program's guarantee level is **SECOND PART**.

C. Exceptions and Support Visits

COOCACER's Sustainability department may request additional support visits by external consultancies when necessary. These visits are intended to provide assistance in clarifying specific issues or tracking progress in resolving non-conformities.

D. Classification of Non-Conformities

During audits, the non-conformities identified are classified into two categories:

- **Critical Non-Conformities:** Refer to serious deviations that fall within the unacceptable practices described in chapter 05 of the Sustainable Coffee Program, and may directly violate its fundamental principles. In such cases, a non-certification decision is issued. The situation can be corrected by excluding the sampled member, who may return to the group after one year, provided that all non-conformities are effectively resolved without likelihood of happening again.

- **Non-Compliance:** A non-compliance is a non-critical deviation from the requirements of the Sustainable Coffee Protocol. COOCACER understands that these non-conformities are part of the process of continuous improvement of the property and, therefore, are not seen as a negative point, but as an opportunity for improvement for the producer. These non-conformities do not prevent certification, but offer the producer the chance to correct and adapt according to the procedures for resolving non-conformities defined in this protocol.

E. Evaluation and Monitoring of Auditor Performance

- **Risk-Based Program:** The performance of auditors is regularly monitored through a risk-based program, considering factors such as the region of operation, previous complaints, and the complexity of the assessments carried out. The objective is to ensure consistency and impartiality in audits.
- **Witness Audits:** COOCACER conducts witness audits to analyze the performance of internal and external auditors, ensuring that procedures and standards are followed correctly.
- **Review of Audit Reports:** The audit reports prepared by internal and external auditors are reviewed by COOCACER's sustainability department, which maintains a team responsible for these reviews in order to maintain a high level of compliance throughout the process. The review team is not involved in the consulting process or the audit of the properties, this measure aims to ensure the impartiality of the review process. This process takes place before the final certification decision, ensuring that the conclusions and recommendations are based on clear and objective evidence.
- **Oversight and Ethical Conduct of Auditors:** Oversight includes periodic review of the auditor's auditing methods and practices. Misconduct on the part of the auditors is evidenced, or even formal or informal complaints about the auditor's conduct are evidenced. There will be a formal investigation into what happened, in order to ensure that injustices do not occur for either party. If misconduct is indeed found on the part of the auditor, he will be warned and will be suspended from the audit process for 03 months. If there is a repetition of what happened, this auditor will be removed from the board of auditors accredited to audit the Sustainable Coffee Protocol.

F. Supervision of External Auditors

- **Recruitment and Qualification:** The selection of external certifying companies follows strict criteria, including accreditation, experience, and reputation. To be qualified as an external auditor, it is necessary to have at least an ISO 9001:2015 and 14001:2015 internal auditor course, in addition to training in the protocol with the responsible company designated by COOCACER's sustainability team, companies responsible for creating and updating the protocol.

- **Ongoing Training:** External auditors should participate in ongoing training to stay up-to-date with best practices and changes in regulatory requirements.

G. Management of Conflicts of Interest and Ethical Conduct

- **Conflict Statement:** All auditors, both internal and external, must sign statements of conflicts of interest and ethical conduct, ensuring the impartiality of audits. Internal auditors from COOCACER's technical team who support producers in implementing the protocol are not considered to have conflicts of interest, but external auditors cannot have any link with the audited property or producer.

- **Auditor Rotation:** An auditor rotation system is implemented to prevent the same professionals from repeatedly auditing the same producers, reducing the risk of bias. An auditor will not be able to audit the same farm for more than two consecutive years.

- **Identified Conflicts of Interest:** If any conflict of interest is identified, whether to harm or favor the producer, COOCACER will take the appropriate measures, which may include warning the auditor, impediment from conducting audits in the next year and repetition of the audit by another auditor.

3.2.1 Remediation of Critical and Non-Critical Nonconformities

The **Sustainable Coffee Program**, developed by COOCACER, is a tool created to help producers align with sustainability criteria and applicable legislation. To seek certification or maintain it, producers must undergo program adherence assessments, including **internal** and **external assessments**. During this process, it is possible that **non-conformities** are identified, classified as **critical** or **non-critical**, according to the parameters of the protocol. Such non-conformities shall be addressed and remedied in accordance with the procedures described below.

a. Remediation of Critical Nonconformances

Or **Sustainable Coffee Program** developed its policy for the treatment of critical non-conformities with the objective of resolving these situations and helping producers to adapt, thus ensuring the possibility of seeking or maintaining certification. You can download this policy in the Sustainable Coffee Program download area through the following link: [<https://www.cafesustentavel.org/programa-cafe-sustentavel#CodigodeConduta/ >](https://www.cafesustentavel.org/programa-cafe-sustentavel#CodigodeConduta/).

b. Remediation of Non-Critical Nonconformities

For non-conformities related to mandatory compliance criteria (CO), the maximum period for resolution is 90 days. The producer must fill out the spreadsheet available in the evaluation checklist, describing the non-conformity, the root cause, the corrective actions and the correction. Within the stipulated timeframe, the producer must provide evidence of compliance. After the evidence is submitted, the auditor in charge will review and approve the evidence. Next, COOCACER's sustainability department will carry out the final evaluation of the evidence and close the process.

3.2.2 Exceptions.

COOCACER's Sustainable Coffee Program was developed to meet the criteria of the Global Coffee Platform (GCP), requiring all requirements to be met by the end of the first certification cycle, regardless of the size of the farm. COOCACER believes that all partner producers in the Cerrado region of Minas Gerais have the capacity to meet these requirements.

Exceptions and Handling of Nonconformities

In the event that a producer is unable to meet any criteria or requirements due to structural, physical, financial or other issues, non-compliance will initially be treated as a non-conformity. The producer must present a formal explanation to the sustainability department, which will analyze the case with the administrative committee in an impartial manner. Important: Critical criteria and unacceptable practices are not subject to exceptions.

Exception Request and Approval Process

1. **Request:** The producer must submit a formal exception request to COOCACER's sustainability department, including a detailed description of the situation, the rationale for the exception, and supporting documentation.

2. **Approval:** Exceptions are analyzed by an administrative committee composed of members of COOCACER's sustainability and administrative departments. The commission reviews the request impartially and decides on the feasibility of the exception.

Communication and Transparency

- **Communication:** The decision on the exception is communicated to all internal and external assurance providers, assessors and customers involved in the sustainability scheme, through newsletters, updates on the COOCACER portal and meetings with stakeholders.

- **Documentation and Registration:** All approved exceptions are documented and recorded in the downloads area of the Sustainable Coffee Portal, with access available for verification by interested parties. Approved exceptions will have a defined start and end date.

Exception Monitoring and Management

- **Monitoring:** COOCACER monitors granted exceptions to avoid unintended consequences, implementing control measures to ensure that the exception does not negatively impact local communities, water bodies, or overall competitiveness and compliance.

- **Exception Impact Reports:** Annual reports are generated to assess the impact of exceptions and verify that sustainability objectives are being maintained. They include analysis on how exceptions are applied in practice and their effects on operations. The Exceptions Impact Report is available for download on the Sustainable Coffees Program website, and serves as a reference for exceptions in all applicable program processes. Access: <https://www.cafesustentavel.org/programa-cafe-sustentavel> in the download section.

Review and Adjustments

- **Continuous Analysis:** Periodic reviews of the exception procedure are carried out every 12 months, allowing for the identification of misalignments between the program's criteria and observed practices, allowing for adjustments as necessary.
- **Necessary Adjustments:** If an exception generates problems or negatively impacts the program, COOCACER may adjust the exception criteria or procedure, communicating the changes in a transparent manner to all interested parties.

Exception Example

If a producer located in a remote area with limited access to financial resources struggles to implement a required new environmental technology, such as a state-of-the-art water treatment system, they may be able to request a temporary exception. The producer must demonstrate ongoing efforts to seek viable alternatives and present a detailed plan with deadlines for implementing the technology. The exception will be monitored to ensure that the proposed solution does not have adverse effects.

Documentation and Learning

COOCACER keeps a detailed record of all exceptions granted, including the reasons, duration, and monitoring measures taken. This record is used for continuous learning, helping to identify areas that need adjustments in the program.

3.2.3 Anti-Bribery, Anti-Corruption, Anti-Fraud, Impartiality and Confidentiality Policy

The Sustainable Coffee Program is an initiative of COOCACER, with the objective of promoting sustainable agriculture in social, economic and environmental aspects. The program operates in an impartial and confidential manner to help producers achieve these standards.

All actions to support the producer, including internal and external consultancies and audits, will be carried out with total impartiality and confidentiality. The results of the audits will not be publicly disclosed, ensuring that only COOCACER and the producer have access to the information.

Any form of bribery, fraud or corruption will be treated as a very serious non-compliance. In such cases, the audit will stop immediately. To ensure compliance with the protocol, all processes and procedures must be conducted with integrity.

To ensure that the producer is aware of this policy, the topic should be discussed and documented during the opening and closing meetings of internal and external audits, through attendance lists.

4 CONDUCT WITH PARTNERS

Coffee growers who are cooperative to the Cooperative of Coffee Growers of the Cerrado of Araguari and Region Ltda – COOCACER Araguari, individuals or legal entities, legally constituted, may join the Sustainable Coffee Program. The legal entities participating in the protocol must designate one of their officers to represent it. The decision to participate will be made through the Sustainability department of COOCACER Araguari in alignment with the other stakeholders (direct partners of the program). It is essential that coffees certified by the Sustainable Coffee Program are properly stored in the warehouses associated with COOCACER Araguari, as well as, if necessary to carry out any type of preparation on the certified product (machining, reclassification, reprocessing), it must follow the same rule.

4.1 Members' rights

- Participate in meetings;
- Request any information about the group's activities;
- Have access to the results of internal audits applied to the property of their possession;
- Resign from the Group when it suits you.

4.2 Duties of Members

- Sign and keep on file your membership form;
- To look after the general interests of the group, avoiding attitudes that harm it;
- Comply with the requirements of the Sustainable Coffee Program;
- Be available and collaborate during certification consultancies and audits.
- Provide the Group Administrator (person or company responsible for managing the group of producers, assisting them in complying with the requirements for

certification in the Sustainable Coffee Protocol), as well as the Sustainability Department of Coocacer Araguari, the necessary information to maintain the verification of the protocol requirements.

- COOCACER, through its Sustainability Department, will carry out the evaluation of the management of the groups, verifying all the procedures and tools used to monitor and manage the results obtained. If the management of the group is not carried out directly by the Sustainability Department, all data and results will be analyzed in order to ensure that the group manager has full control of the information, promoting the continuous improvement of all members individually. In addition, the continuous improvement processes and the actions implemented to correct non-conformities will be monitored, for this the group manager must maintain a documented procedure describing how the management of the group, the data and results obtained is carried out.

4.3 Warnings / Sanctions

If the producer does not comply with the deadlines established by the group administrator, he will receive a written warning, which will be established in a new period, which cannot be extended. All warnings will be subject to appeal through a meeting with the group administrator so that the member, with grounds, presents the reasons for not agreeing with the warning.

4.4 Dismissal and exclusion

This measure will appear on your Membership Form. The following are grounds for the removal of the member:

- Failure to meet the statutory requirements described within this manual in chapter 02 – Scope of the Program;
- Failing to comply with any of the 5 unacceptable practices established by the Sustainable Coffee Program;
- Engage in any activity considered harmful to the group or that goes against its objectives;
- Engage in conflicting activities or confront the interests of the group or management;
- Failure to comply with the deadlines established after the warnings generated;

- Fail the Group's Internal Audit;
- Not being available for visits by the administrator, certifier, even without prior scheduling;
- After being warned, to violate the provisions of this manual again;
- Any type of child labor;
- Non-compliance with current legislation;
- Not to promote the Preservation of Nature, against the illegal cutting of trees and animals in captivity, through penalties and protection of legal and permanent reserves;
- Promote discrimination during the hiring of workers due to their marital status, sexual orientation, political position, culture, religion, nationality or social position, forced labor, child labor, Violence and Sexual or Moral or Gender Harassment, influence the union, political, religious, social or cultural convictions of workers;
- Violate any ethical conduct in the conduct of its business by not ensuring compliance with any applicable law of any country of ante-corruption, anti-bribery and ante-fraud;

4.5 Appeals, complaints, claims and reports

COOCACER has established and implemented an efficient mechanism so that all stakeholders can register complaints, complaints and suggestions related to the Sustainable Coffee protocol, its operation, established standards, decisions made, audit results, among other aspects. The options available for registration are:

- a. Access the link: <https://www.cafesustentavel.org/sugestoes-e-queixas>
- b. Send an email to: sustentabilidade@coocaceraraguari.com.br
- c. Call COOCACER at (34) 3249-9300 and talk to the sustainability department.

COOCACER has made available on the Sustainable Coffee Program website the procedure for handling suggestions, complaints and complaints. Access <https://www.cafesustentavel.org/sugestoes-e-queixas> to download Annex 02, which details the mechanisms, deadlines and negotiation processes. The interested party can register their complaint, suggestion or complaint through a form, with identification by name and e-mail optional to ensure privacy.

In addition, the website offers for download the complaint procedures document, which establishes the guidelines, responsible, deadlines and other information on the operation of the complaints, suggestions and complaints handling mechanism.

Procedimento para Tratamento de Queixas

Complaints Handling Procedure

Deixe aqui seus elogios, sugestões ou queixas para um de nossos atendentes:

☐ Elogios
☐ Sugestões
☐ Queixa

Nome (opcional):
E-mail (opcional):

Telefone / Celular:

Mensagem:

Anexar PDF / Arquivos de texto
Anexar imagens

Carregar Arquivo
Carregar Arquivo

Enviar Mensagem

To download the Procedure for Handling Complaints, Complaints, Complaints and Remedies Sustainable Coffee Program you can download it by clicking on the button above the "Procedure for Handling Complaints" form, as shown in the image above.

4.6 Monitoring

A distinctive feature of the Sustainable Coffee Program is the regular visits of the technical team to the farms, as provided for in the program, complemented by daily monitoring through the Serasa Expediam Brain System. This system uses SmartESG, FarmCheck, and Agro Score tools to ensure continuous and comprehensive monitoring of each participating farm, ensuring compliance with sustainability criteria.

Monitoring with the Serasa Experian Brain System:

The Serasa Experian Brain System is an advanced data analysis platform that integrates several tools to provide detailed and accurate insights into producers' compliance with sustainability criteria. Using big data, artificial intelligence, and machine learning technologies, the platform processes and analyzes large volumes of data efficiently. The main tools used in monitoring include:

A. SmartESG:

SmartESG is a tool that evaluates the socio-environmental (ESG) risks associated with producers. It collects data from a variety of sources to provide a comprehensive view of producers' environmental, social, and governance performance.

Functionality: The tool analyzes indicators such as natural resource use, sustainable farming practices, and compliance with environmental regulations. This data

is used to generate detailed reports that assist in making informed decisions about granting credit and business partnerships, ensuring that producers are aligned with the program's ESG standards.

B. FarmCheck:

FarmCheck is a solution that allows a quick and efficient analysis of the credit profile of producers. It integrates data from over 170 sources to provide a complete producer dossier within seconds.

Functionality: The tool monitors the producer's indebtedness, evaluates socio-environmental risks, and provides a historical view of the farmer's performance. With this, FarmCheck helps reduce costs and analysis time, in addition to ensuring that only compliant producers receive credit, facilitating more efficient risk management.

C. Agro Score:

The Agro Score is a credit scoring model developed specifically for agribusiness, using indicators specific to the sector to assess the probability of default of producers.

Functionality: The tool scores producers from 0 to 1000 based on their financial behavior and payment history. This score allows for a safer and more scalable credit analysis, helping to identify good payers and mitigate default risks, which is essential for the financial sustainability of program participants.

D. Internal and External Audits

One of the main ways to monitor the properties that participate in the Sustainable Coffee certification process is through the internal and external audit procedures established in this protocol. These audits provide COOCACER with a detailed and close assessment of the producers, verifying that all the requirements of the protocol are being properly followed and implemented.

Internal audits are carried out by COOCACER's technical department, offering continuous and immediate monitoring of compliance with sustainability criteria. External audits, conducted by third-party certifying companies, ensure an independent and impartial assessment, complementing internal audits and reinforcing the credibility of the certification process.

All data collected during monitoring and audits are treated rigorously, as detailed in item 4.8.2 of this protocol, ensuring integrity, confidentiality and compliance with current regulations.

4.6.1 Joining the Program

To join the Sustainable Coffee Program, producers must contact the Sustainability Department. At this point, the producer will be asked to sign a term of commitment, as specified in Chapter 07 (Appendices) of this protocol.

To start the process, both the producer and the designated team must attend training provided by COOCACER. This training will address unacceptable requirements, critical criteria, and other requirements of this protocol, as well as guidelines on how the program operates and best agricultural practices as defined by MAPA Ordinance No. 337, of November 8, 2021. The training will also include best practices for post-harvest processing and coffee quality.

4.7 Transparency and Standard-Setting

COOCACER established the Sustainable Coffee Program based on the criteria defined by the Global Coffee Platform and on the good agricultural practices outlined by MAPA Ordinance No. 337. The development and management of the program is conducted by COOCACER's sustainability department, in partnership with external consultants. The final approval of the protocol is the responsibility of COOCACER's Executive Board.

Developing and Updating the Criteria

The sustainability criteria of the Sustainable Coffee Program are developed by COOCACER's sustainability department, with the support of external consultants. The final decision on the criteria and any changes is made by the Executive Board of COOCACER. The frequency of updating the criteria is reviewed annually, or as necessary, to ensure that they remain aligned with best practices and changes in international and national standards.

Suggestions and Changes Process

The producers participating in the protocol are completely free to present suggestions for improvement or change of the criteria. These suggestions must be sent through the sustainable coffee program website [pilo link](#)

<https://www.cafesustentavel.org/sugestoes-e-queixas>. The process of reviewing and analyzing suggestions includes the following steps:

Receipt and Registration: Suggestions are received and recorded by the ombudsman department.

Analysis: The grievance management committee and Board of Executive Directors team evaluates the feasibility and impact of the suggestions.

Consulting and Review: Approved suggestions are discussed through Coocacer's grievance committee and Executive Board along with external consultants to ensure they meet technical and regulatory criteria.

Approval: Significant changes are submitted for final approval by the Board of Executive Directors.

Incorporation: If approved, the changes are incorporated into the next revised version of the protocol annually.

Feedback Tools and Channels

Stakeholders have several tools and channels at their disposal to send their suggestions and feedback. These channels are widely disseminated to ensure accessibility and effectiveness:

Online Portal: A dedicated portal on the COOCACER website (<https://www.cafesustentavel.org>) allows interested parties to submit suggestions and feedback directly. The portal contains specific online forms for suggestions related to sustainability criteria and is accessible at any time.

Direct Email: The sustainability department can be contacted directly through the dedicated emails for suggestions and feedback: sustentabilidade@coocaceraraguari.com.br and contato@coocaceraraguari.com.br. These emails are regularly monitored to ensure an efficient response.

Phone: COOCACER's phone number (34) 3249 – 9300 is also available for those who prefer to provide feedback through a direct conversation.

Social Media: COOCACER is present on social media, where producers and other stakeholders can follow updates and interact with the Cooperative. On Instagram, COOCACER can be found on the profile [@coocaceraraguari](#) or [@cafe_sustentavel](#)

WhatsApp Informational Group: An informational group on WhatsApp is available to facilitate communication and information sharing. The link to the group is <https://chat.whatsapp.com/0meIPV5xkRnFbSVXOsbpYx>.

Stakeholders are informed about opportunities to contribute suggestions through annual communications, newsletters and stakeholder meetings. In addition, an online portal is made available for the continuous sending of suggestions and feedback, compliments and complaints

Immediate and Critical Changes

Immediate or critical changes to the Sustainable Coffee program criteria may occur in exceptional situations, such as urgent regulatory changes or critical compliance issues. The process for making these changes is as follows:

Need Identification: Critical situations that require change are identified by the sustainability department or by urgent stakeholder requests.

Rapid Assessment: The team conducts a rapid assessment to determine the need and nature of the change.

Rapid Review and Approval: Critical changes are reviewed and approved by the Board of Executive Directors at special meetings, with the decision usually being made within a 15 business day timeframe.

Communication: Stakeholders are immediately informed about changes through emails, announcements, and updates on the online portal.

Transparency in the Process

Transparency is ensured by regularly posting updates on the COOCACER website and sending notices to producers and other stakeholders. The information available includes the organizational structure involved in the development of the criteria, their roles and functions in decision-making, and details about the update and review process.

For more details on the development and updating of the sustainability criteria, as well as the process for submitting suggestions and contributing to the program, interested parties can visit COOCACER's official website or contact the sustainability department directly.

4.8 Guarantees

4.8.1 Fit for purpose

COOCACER has established that its sustainability department will guarantee all the necessary structure for the correct management of the Sustainable Coffee Program. To this end, it has appointed a specialized team responsible for managing data analysis, appeals and complaints related to the processes. This team will also be in charge of

promoting the necessary training on the protocol, as well as providing advice and consultancy to assist producers in implementing the practices required by the protocol, as well as in the logistics of internal and external audits.

With regard to data processing, the sustainability department has a robust structure for backing up information, and follows the guidelines of the General Data Protection Law (LGPD) in force in Brazil. The information will be treated confidentially, with the sole objective of evidencing compliance with the requirements by the producers.

General data of the Sustainable Coffee Program, such as the number of certified farms, total certified area, volume of certified coffee produced per year, among other information that does not compromise the individuality of the farms or producers, will be disclosed free of charge on the website, in the downloads section, accessible through the link: <https://www.cafesustentavel.org/programacafesustentavel>.

4.8.2 Control of Program Information

COOCACER has established that its sustainability department will be responsible for managing all aspects of the Sustainable Coffee Program effectively. This includes coordinating program updates, developing policies, managing suggestions, criticisms, complaints, and other pertinent issues. The department is tasked with maintaining a detailed historical record of all certified properties, including compliance with requirements, corrective actions, reports issued, and evidence provided, among others.

a. Data Management and Control:

Data is managed through digital spreadsheets, software, and physical documents. To ensure the preservation of information, there is a robust data protection and backup system on internal servers and in the cloud. For physical documents, COOCACER implements protection measures against fire and other emergencies.

All control procedures must ensure that documentation is kept with absolute confidentiality, adopting strict measures to prevent fraud and leaks, in accordance with the General Data Protection Law (LGPD) in force in Brazil.

Only general and non-sensitive data, such as the total number of participating producers, names of producers and farms, total certified area and preservation areas, are publicly disclosed. With the producer's consent, photos of the farms taken during the audits can be shared on social networks.

Confidential data acquired through audits is accessible only to COOCACER and the owner of the farm, and is protected from distribution to third parties. Such data may be made available to public authorities only by means of official court orders. Outside of these exceptions, no other access to sensitive audit data will be allowed.

COOCACER and all parties involved, including the sustainability department, auditors, internal consultants and partner companies, are responsible for ensuring the absolute confidentiality of information. In case of data leakage, those involved will be sued.

Access to producers' data and audit records is strictly restricted. Only COOCACER's auditors and sustainability department are allowed to access this information. To ensure data confidentiality and integrity:

Exclusive Access: Only auditors and authorized members of COOCACER's sustainability department can access producers' data and audit results. Even the producer who wishes to access this information must submit a formal request, in writing and personally signed. Requests made by employees or third parties will not be accepted.

Request Procedure: The producer must submit a written request, signed in his own hand, to obtain access to his information. Solicitations from third parties or collaborators will not be considered. This procedure ensures that only the data owner can request access to the relevant information.

Exclusive Use and Confidentiality: The data is accessed exclusively for auditing purposes and to verify compliance with the requirements of the Sustainable Coffee Program. After the audit process is completed, the data will not be consulted again, except in cases of extraordinary reviews of the processes.

b. Description of the Data Management System:

The Sustainable Coffee Program's data management is facilitated by GCP's platform, which provides a robust and secure infrastructure for collecting, storing, and analyzing information related to compliance with the program's sustainability criteria. GCP's data management system is designed to support producers' information technologies, ensuring that data is stored securely and affordably for various purposes, such as risk management, assurance, monitoring, and evaluation.

c. Data Collection:

Data is collected directly from producers or groups by the Technical Department in the field, using digital checklist forms on the GCP platform and in the Sustainable Coffee Program. The information includes farming practices, resource use, and compliance with sustainability criteria.

d. Compilation and Storage:

The data collected is stored on the GCP platform, which facilitates the analysis of large volumes of information quickly and efficiently, ensuring high availability and data security.

e. Security and Accessibility:

All data is protected from unauthorized access through strict access controls. The platform allows you to set detailed access policies, ensuring that only authorized users can access or modify the data.

f. Analysis and Monitoring:

GCP's system includes tools to create interactive dashboards and reports, making it easier to visualize and analyze data. Machine learning models can be applied to identify patterns and predict risks, aiding in informed decision-making.

g. Documented Procedures:

The procedures documented in the GCP platform span from initial collection to final analysis of the data to assess compliance. This includes protocols that ensure data integrity and accuracy. Additionally, the system allows for regular audits to verify compliance with sustainability criteria, ensuring transparency and accountability.

GCP's data management system ensures that all the information needed to assess compliance with sustainability criteria is managed in an efficient, secure, and accessible manner.

h. Quality Assurance of the Collected Data

COOCACER takes a rigorous approach to ensure the accuracy and consistency of the data collected under the Sustainable Coffee Program. Data quality assurance

measures include the implementation of cross-checks on data entry systems, as well as specific procedures to identify and handle outliers, incomplete, or missing values.

- **Data Control Protocol:** COOCACER uses a robust data control protocol, which defines clear guidelines for data collection, verification, and processing. This protocol includes the application of automatic and manual cross-checks on the entry systems, in order to identify inconsistencies and ensure that all recorded data is accurate and complete. For missing data, the system generates alerts that trigger the responsible department for review and correction as needed.

- **Entry Systems and Cross-Checks:** COOCACER's data management system incorporates automated validation technology that verifies, in real time, the consistency of the information entered. These systems use algorithms that compare data with pre-established patterns and identify anomalies or outliers. Cross-checks are performed between different data sources, such as audit forms, technical visit reports, and continuous monitoring information, ensuring information consistency.

- **Treatment of Discrepant and Missing Data:** When discrepant or missing values are identified, the system triggers a detailed review process that includes direct contact with the producer for confirmation and correction of the data. This process is documented in specific protocols that outline the steps to be taken to address these situations, ensuring that inconsistent data is properly adjusted before it is integrated into the main database.

- **Resources Allocated for Data Consistency and Integrity:** COOCACER allocates specific resources to ensure data integrity, including the continuous training of its technical staff in best practices for data collection and analysis, as well as the use of advanced monitoring and analysis technologies. Additionally, regular internal audits are conducted to review data control procedures and identify areas for improvement.

- **Continuous Monitoring and Trend Analysis:** Continuous monitoring of farms and producers, carried out through technologies described in the protocol, allows for the collection of long-term data, providing a comprehensive view of performance trends. Based on this data, COOCACER is able to accurately monitor the performance of producers and processes, promoting proactive adjustments and alignment with sustainability criteria.

4.8.3 COOCACER Internal Monitoring and Performance Evaluation

COOCACER's sustainability department has a robust and functioning system for the monitoring and evaluation (M&E) of the Sustainable Coffee Program. This system is essential to ensure the effectiveness and efficiency of the program, as well as to promote the continuous improvement of certified properties and internal processes.

Structure and Operation of the M&E System

a. Continuous Monitoring: The sustainability department conducts ongoing evaluations of the performance of certified properties, utilizing historical and current data to ensure that they are compliant with program requirements and that they demonstrate improvements over time. This monitoring includes the analysis of performance indicators and the review of the operational processes of the properties.

b. Consultant Assessment and Internal Audits: COOCACER regularly evaluates employees who provide consulting services and conduct internal audits. This process includes verifying the effectiveness of the consultancy provided and the efficiency of the internal audits carried out. The team of consultants is trained and evaluated for their ability to provide effective support to growers and comply with program requirements.

c. Evaluation of External Audits: External audits are conducted by contractor companies that undergo rigorous evaluation. COOCACER monitors aspects such as professionalism, impartiality and interaction with producers, ensuring that external audits meet the expected standards and contribute to the success of the program.

d. Reporting and Critical Analysis: Detailed reports are maintained to document performance and evaluations performed. These reports are reviewed every three years for a critical analysis of the results obtained. This analysis identifies strengths and weaknesses of the program, allowing the definition of short, medium and long-term goals and objectives for continuous improvements.

e. Documented Policies and Procedures: The system is underpinned by documented policies and procedures that ensure the systematic collection, analysis,

and use of information. Practices include cross-checking data, identifying and handling outliers and missing values, and applying recognized data quality assurance guidelines.

f. Alignment with Sector Indicators: Whenever possible, the indicators used by COOCACER are aligned with common industry standards, such as the Coffee Data Standard and indicators developed by ISEAL, to facilitate data sharing and performance comparison.

4.8.4 Demands regarding the program

The COOCACER Araguari Sustainable Coffee Program seeks to become a reference model in sustainability in the State of Minas Gerais, representing professionalism, the strength of the producer, cooperativism and the importance of the Cerrado of Minas Gerais in coffee production.

To ensure the integrity and prestige of the brand, any party interested in making claims, statements or requesting the use of the Sustainable Coffee logo must contact **COOCACER's Sustainability Department** through a Formal Written Request through the website www.cafesustentavel.org/solicitacao. The request must detail the purpose of the use of the logo and the context in which it will be applied and give acceptance in the terms of use. The program reserves the right to apply internal administrative sanctions or take legal action if the name "COOCACER Araguari Sustainable Coffee" or the seal is used without authorization or in disagreement with the rules established by the cooperative.

Those interested in using the name or logo should be aware of this policy. COOCACER is willing to meet such requests with satisfaction, as long as all internal rules are strictly followed.

When an application is approved, the sustainability department will maintain a record, control and close monitoring of the use of the program's name and logo, ensuring that all standards are correctly met. If irregularities are detected, COOCACER reserves the right to prohibit the use and to take internal or judicial measures, depending on the seriousness of the case.

Any request for representations or warranties related to the program must be formally forwarded to COOCACER's sustainability department. The statements issued will be based exclusively on data and evidence proven in the evaluations carried out. COOCACER reserves the right to provide only true and verified information.

The program's audit protocol is conducted with third-party audits, which means that the evaluations are carried out by COOCACER's internal team and by independent third-party companies and auditors, with no direct link to the producers. This ensures the absence of conflicts of interest. Therefore, the statements issued reflect this level of assurance.

4.8.5 Request for Use of the "Sustainable Coffee" Logo

To use the "Sustainable Coffee" logo in advertising, promotional or informational materials, follow the procedure described below:

- a. **Formal Request:** The interested customer must submit a formal request to COOCACER's Sustainability Department through the website <<https://www.cafesustentavel.org/solicitacao>>. The request must include a detailed description of the purpose and context of use of the logo, as well as acceptance of the terms of use.
- b. **Evaluation and Approval:** COOCACER's Communication and Marketing Department team will evaluate the request. Approval will depend on compliance with the standards established by COOCACER, considering visual integrity, context and alignment with the brand's positioning.
- c. **Terms and Conditions:** Authorization to use the logo will be granted in accordance with the terms and conditions specified in the approval communication. The use of the logo must strictly comply with these terms, without deviations without additional authorization.
- d. **Changes and Penalties:** Any change in the use of the logo without a new formal authorization will result in the immediate revocation of the right of use, in addition to possible penalties as stipulated in item 4.8.4.

The complete rules for the use of the "Sustainable Coffee" logo are available for download on the Sustainable Coffee website in the section files for download access: <https://www.cafesustentavel.org/programa-cafe-sustentavel>.

4.8.6 Access to Information

COOCACER offers its cooperative members and customers access to accurate information to support important decision-making in their business. Although it has the responsibility to keep everyone well informed, COOCACER reserves the right not to interfere directly in the decisions of producers, providing guidance based on independent sources. If the producer needs information about good practices, services, inputs, market, climate, among others, COOCACER is ready to help.

Producers have free access to COOCACER's headquarters from Monday to Friday, from 8:00 am to 5:30 pm. When you arrive, just ask the reception to direct you to the most appropriate sector to meet your needs:

Sustainability Department: Support in certification issues and sustainable best practices.

Commercial Department: Information on the coffee market, guidance on negotiations and access to financing, with an updated panel of coffee prices.

Quality Department: Physical and sensory analysis of coffee samples, providing detailed reports on the quality of the product.

Legal Department: Guidance on solving legal problems.

Technical Department: Guidance on agricultural practices, pest management and safe management of coffee crops, with support from SEBRAE's Educampo program.

For more information, producers can contact COOCACER by phone (34) 3249-9300 or by e-mails: elianecristina@coocaceraraguari.com.br and sustentabilidade@coocaceraraguari.com.br.

COOCACER supports the producer in the search for information from independent sources, ensuring that they are fully informed about climate, practices, inputs and market prices. To facilitate this access, the Sustainable Coffee Program provides, on its website, links to reliable and relevant portals and websites, allowing the producer to obtain updated and quality data. Access: <https://www.cafesustentavel.org/programa-cafe-sustentavel#AcessoaInformacao>

4.9 Producer Performance Information

The certified producer remains in constant monitoring through the various tools used by COOCACER, as detailed in this protocol. Among the main forms of follow-up, consulting processes, internal and external audits stand out. These procedures aim to

establish an effective methodology for the producer to achieve all the objectives established by the Sustainable Coffee Program.

COOCACER offers producers detailed reports of the consultancies carried out during the technical visits made by its consultants. These consultancies include training for the entire team, as well as meetings to align ideas and strategies. Annually, COOCACER consultants conduct internal audits that result in reports with all non-conformities or points of improvement that must be addressed by the producer.

During the external audit, the auditor in charge provides an official report of the protocol, which includes an evaluation checklist with detailed descriptions of conformities and non-conformities, in addition to the evidence that supports these analyses. At the end of the audits, a closing meeting is held, where the auditor explains the main points of improvement, identifies non-conformities, strengths and weaknesses, and advises on the necessary improvements for the producer.

Upon completion of the audit process, COOCACER issues a certificate documenting the results achieved by the producer. If the producer needs more information, he can contact COOCACER's sustainability department directly. All relevant information will be available to the consultants, who will provide all the necessary support to the producer, with the aim of promoting the continuous improvement of their processes.

5 UNACCEPTABLE PRACTICES

Considering the requirements of the equivalence mechanism of the global coffee platform, the Sustainable Coffee Program, established as a title of ineligibility 4 practices considered critical within the scope of the rural property. As much as at first any of these actions are verified within the properties that wish to join the program, we aim to help producers to correct such situations, through corrective action plans acting on the root causes of errors. After meeting these requirements, the property may request its entry again in the verification process of the Sustainable Coffee Program.

UNACCEPTABLE PRACTICES	
1 – Child Labor	Work that deprives children of their childhood, their potential and their dignity. It is a job that is mentally, physically, socially, or morally dangerous and harmful to children. Work that interferes with your education.

	<p>ILO Convention 182 - Convention on the Prohibition of the Worst Forms of Child Labour and Immediate Action for Their Elimination</p> <p>LAW NO. 8,069, OF JULY 13, 1990 - Statute of the Child and Adolescent</p>
2 – Work Analogous to Slavery and Discrimination	<p>To reduce someone to a condition analogous to that of slavery, either by subjecting him to forced labor or exhausting working hours, or by subjecting him to degrading working conditions, or by restricting, by any means, his movement due to a debt contracted with the employer or agent.</p> <p>LAW NO. 10,803, OF DECEMBER 11, 2003.</p> <p>Prejudice and discrimination of any kind are not tolerated and admitted, whether on the basis of race, sex, religion, political position, social origin, nationality, union affiliation, disability, sexual choice or marital status, among others, according to ILO convention 111.</p> <p>LAW NO. 7,716, OF JANUARY 5, 1989. ART. 1</p>
3 – Deforestation	<p>Deforestation is the removal of native vegetation from an area, caused mainly by human action for productive activities such as: agriculture, livestock, logging, mining, and urban infrastructure.</p> <p>LAW NO. 9,605, OF FEBRUARY 12, 1998</p>
4 – Prohibited Pesticides	<p>Pesticides can only be used in the country if they are registered with a competent federal agency, in accordance with the guidelines and requirements of the agencies responsible for the health, environment, and agriculture sectors.</p> <p>LAW NO. 7,802, OF JULY 11, 1989</p>

6 SUSTAINABLE COFFEE PROGRAM CRITERIA

The Sustainable Coffee Program is a comprehensive set of guidelines that incorporates fourteen principles in the economic, social, and environmental dimensions, aiming to promote sustainability in the coffee sector. These principles are meticulously grounded in good agricultural and management practices, while also aligning with widely recognized and accepted international conventions and guidelines. The framework of these principles is subdivided into several criteria, providing a holistic approach to guide practices related to coffee cultivation and production.

In summary, the Sustainable Coffee Program, not only sets standards but also provides a comprehensive guide to sustainable practices in the coffee sector. By incorporating specific details on environmental sustainability, economic equity, social

responsibility, government involvement, and educational proposals, the program positions itself as an essential tool to propel the sector towards a more sustainable and ethical future.

All the criteria of the protocol are available in the most current version of the Checklist - Sustainable Coffee available on the Sustainable Coffee website. Access: <https://www.cafesustentavel.org/certificacao>.

7 ATTACHMENTS

ANNEX A: Producer registration form

PRODUCER REGISTRATION FORM
Producer Name:
CPF:
Farm Name:
CAR:
Property Address:
Contact Person:
Telephone:
Total Property Area:
Total Area in Coffee:
Production Area:
Preservation Area (RL +APP):
Production Estimate:
Number of Fixed Employees:
Number of Temporary Employees:
Harvest Start Date:

ANNEX B: Term of adhesion

TERM OF ADHESION

I,

_____,
owner of Fazenda _____, demonstrate
and declare through this document my commitment to the Sustainable Coffee Program, to
compliance with the internal requirements of the Administrator, with the requirements of the
Checklist and with the current Legislation.

I undertake to provide the necessary information, to collaborate with internal and
external inspections, always to inform about intentional and unintentional compliance with
the program and with the internal requirements of the Administrator. I also declare that at
the time of this evaluation, information was provided, where the relevant content of the
program and the regulation of the system were explained in detail, in addition to the
presentation of the field checklist.

REGISTRATION OF MEMBERSHIP IN THE GROUP

Name: _____

Farm: _____

City/State: _____

Signature: _____ Date: ____/____/____

APPROVAL

Name: _____

Signature: _____ Date: ____/____/____

8 SUPPLY CHAIN

The Sustainable Coffee Program was developed exclusively for COOCACER's cooperative members, with the objective of ensuring that the coffee produced is always in compliance with the highest quality standards required by the market. To maintain the COOCACER Sustainable Coffee seal, all coffee from participating producers must be stored in the cooperative's own warehouses. If the coffee is stored elsewhere, the certification seal will be immediately revoked.

This policy does not reflect a distrust in the quality of other warehouses, but rather the need to maintain the ability of the COOCACER team to evaluate and ensure the maintenance of quality standards in environments controlled directly by the cooperative. Therefore, for the time being, all coffee certified as Araguari Sustainable Coffee must be stored exclusively in COOCACER's warehouse.

COOCACER's warehouse is equipped with the necessary infrastructure to preserve the quality of the coffee, including facilities for reprocessing and other essential services. In addition, the warehouse uses modern procedures and software that ensure the traceability of the stored coffees, meeting strict criteria of several other certification protocols.

Traceability System:

COOCACER's traceability system allows detailed monitoring of each stored batch, using a preserved identity traceability model. Although it is possible to mix between certified batches, only certified coffees can be mixed with each other. Any blending of certified coffees with non-certified coffees will result in the immediate loss of the certification seal, with the system ensuring strict control of these practices.

System Detail:

a. **Registration and Certification:** The certification of coffees is registered directly in the producer's register, linked to the farm participating in the program. In this way, when it arrives at the scale for unloading at COOCACER's warehouse, each batch already has the information of being a sustainable coffee batch, which is then passed on to the logistics sector, identifying the certification throughout the unloading process.

b. **Mix Control:** The system is programmed to prevent the mixing of certified and non-certified batches. In operations that combine different batches, the system immediately recognizes if there has been an inappropriate mixture and, in this case, revokes the certification of the resulting batch.

c. **Transfer of Ownership:** In cases of property sales, the system requests information about the certification that will be maintained in the transfer to ensure the continuity of the traceability of the lot. If the sale is carried out without maintaining sustainable coffee certification, the sale is recorded as uncertified to disrupt traceability to the new owner.

d. **Shipments and Sales:** During shipments, the system allows you to identify whether the certification will be maintained or not, according to the sales negotiation. This functionality ensures that only coffees that maintain the certification standards continue to carry the seal.

COOCACER's traceability system is critical to maintaining the integrity of the Sustainable Coffee seal, providing transparency and control over every step of the supply chain, from storage to final sale.

9 TECHNICAL RESPONSIBILITY

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