



CODE OF ETHICS AND CONDUCT RAMACRISNA

SUMÁRIO

1. PRESENTATION	3
2. OBJECTIVE.....	5
3. SCOP.....	7
4. POLICY FOR PROTECTION	7
5. CONFLICT OF INTEREST.....	10
6. FINACIAL MANAGEMENT.....	11
7. CORRUPTION.....	12
8. GIFTS, PRESENTS, INVITATIONS, AND HOSPITALITIES.....	13
9. IMAGE, REPUTATION and EXTERNAL CONDUCT.....	13
10. COMMUNICATION POLICY	14
11. INSTITUTE'S PROPERTY	15
12. INTEGRITY IN LABOR RELATIONS AND LABOR RULES.....	17
13. SUPPLIERS.....	20
14. CODE VIOLATIONS AND CONSEQUENCES	20
15. SUPERVISION (INDEPENDENT).....	22
16. RAMACRISNA SITE	22
17. GENERAL PROVISIONS	23
18.TERM	23



1. PRESENTATION

The Ramacrisna Institute is a legal entity governed by private law, non-profit organization, with no religious or political bounds, headquartered in Betim, Minas Gerais, founded in 1959, managed by a Deliberative Council, Fiscal Council and Executive Board. Its name is a tribute to Sri Ramakrishna, an Indian philosopher, who preached social work as a way of human growth.

Ramacrisna was created by the journalist Arlindo Corrêa da Silva, who believed that there is a potential in every human being, which can be used to help people's development. The Institute enhances its performance through partnerships with companies, government, and other organizations, while operating in 13 cities in the metropolitan region of Belo Horizonte. Since its foundation, the Institute has invested in art, culture, education for life, professional qualification as well as in the economic and social development of vulnerable communities.

Ramacrisna is strongly devoted to conducting its activities in compliance with applicable laws, norms (internal or external), regulations, and other voluntary or compulsory commitments assumed, as well as with the Institute's values and beliefs this Code. Failure to comply with a legal or regulatory obligation cannot be used as a defense against the possible consequences of misconduct.

Therefore, it is the responsibility of all public covered by this document to be aware and ensure compliance with the laws and rules in force that are related to the professional activities they perform, as a means of conducting themselves in accordance with the highest levels of integrity.

In case of doubt, the employee, service provider, administrator, or supplier shall always consult the policies, rules, and procedures of the Ramacrisna Institute before acting and align understandings with the Institution's responsible managers in order to guarantee an adequate performance. The guidelines presented below are intended to constantly improve the prevention, diagnosis, and correction of actions that may generate harmful conducts to good moral, ethical, and legal practices in general, which are mainly regulated by the following provisions:

COMPLEMENTARY LAW 187 OF DECEMBER 16, 2021 – PROVIDES FOR THE CERTIFICATION OF CHARITABLE ENTITIES AND REGULATES THE PROCEDURES REGARDING THE EXEMPTION FROM PAYMENT OF SOCIAL SECURITY CONTRIBUTIONS REFERRED TO IN PARAGRAPH 7 OF ARTICLE 195 OF THE FEDERAL CONSTITUTION OF BRAZIL; amends Law No. 5172 of October 25, 1966 (the National Tax Code), and Law No. 9532 of December 10, 1997; revokes Law No. 12101, of November 27, 2009, and certain provisions of Law No. 11096 of January 13, 2005 and Law No. 12249 of June 11, 2010; and provides for other matters.

LAW N. 12.846/2013 (ANTI-CORRUPTION OR CLEAN INSTITUTION LAW) AND DECREE N.8.420/2014, WHICH HAS REGULATED IT;

LAW N. 12.101, OF NOVEMBER 27, 2009. (LEGISLATION ON CERTIFIED SOCIAL ASSISTANCE ENTITIES; REGULATES THE PROCEDURES RELATED TO SOCIAL SECURITY CONTRIBUTION EXEMPTION)

LAW 13.019 OF 2014; LAW 13.204 OF 2015 AND ITS AMENDMENTS; “MROSC” (LEGAL FRAMEWORK OF CIVIL SOCIETY ORGANIZATIONS).

ITEM XXXIII OF THE CAPUT OF ART. 5, ITEM II OF § 3 OF ART. 37 AND OF § 2 OF ART. 216 OF THE BRAZILIAN FEDERAL CONSTITUTION (CF/88);

ART. 2 OF LAW N. 12.527/2011 (ACCESS TO INFORMATION ACT) AND ART. 63 AND 64 OF DECREE N. 7.724/2012, WHICH HAS REGULATED IT;

2. OBJECTIVE

ETHICS is the ideal of human conduct that guides each individual to do what is good and correct, while aiming at the common well-being. At work, it should guide not only the content of decisions (what a person shall or shall not do) but also the process of decision-making (how to do it).

The Ramacrisna Institute's practices are guided by honesty, transparency, fair dealing, and full compliance with all applicable laws and regulations, which are on the basis of its activities. The Institute's main objective is to value its professionals and seeks to disseminate, in a reasoned manner, the importance of ethics and morals. The preparation and dissemination of the present Code of Ethics and Conduct makes this commitment clear in its daily responsibilities while seeking to offer better products and services.

CLIENT

- People in social and personal vulnerable situations.

CAUSE

- To transform lives.

MISION

- To transform lives through innovative solutions in the educational and professionalization fields, while aiming at human, cultural, social and environmental development.

VISION

- To be a reference to the Third Sector in terms of self-sustainability, innovation, social and environmental impact

VALUES

- **1. Ethics** – Justice and respect in all actions and relationships.
- **2. Altruism** – The other is the center of the organization's actions.
- **3. Innovation** – Always seeking new proposals for human growth and development.
- **4. Commitment** – Contribution to the good performance of all processes.
- **5. Determination** – Never give up, no matter the difficulties.
- **6. Transparency** – Make the organization's achievements public.
- **7. Flexibility** – Be always opened to

3. SCOP

The Code of Ethics applies to all people who belong to the Ramacrisna staff, whether as employees or occasional service providers. It also applies to associate members and individuals who belong to the Executive Board, as well as to those not mentioned above that participate or contribute to the Institute's activities.

4. POLICY FOR PROTECTION

We are committed to ending violence against children, adolescents and young people, and we recognize that we have a duty to promote their protection, with a gender perspective, particularly those with whom we work or are in contact. For these reasons we have an Overall Policy for Protection of Children, Adolescents and Young People.

IMPORTANCE OF THE POLICY FOR PROTECTION

The Ramacrisna Institute recognizes that violence against children, adolescents and young people is present around the world and within all communities. Violence against children, adolescents and young people includes either physical or mental violence, injuries and abuse, negligence or omission, mistreatment and sexual abuse. In addition, children and adolescents may be vulnerable and at risk due to, for instance, gender, sexual orientation, ethnic origin, disability, age or illness.

In this way, we seek to ensure that all people who work or associate with us are prepared, feel confident and are aware, and supported in fulfilling their responsibilities to protect children, adolescents and young people from violence and engage positively with them, in order to improve the scope of this measure;

We instruct children, adolescents and young people with whom we work to be aware of our responsibilities to prevent and respond to any harm caused against them that may arise from the actions and behaviors of employees, partners and visitors, as well as the communication flow to report such incidents.



CRYSTAL CLEAR, TRANSPARENT POLICY

We are fully committed to protecting all children, adolescents and young people from all forms of violence, with a gender sensitive perspective. We take our responsibility and duty very seriously in order to ensure that we, as an organization – as well as anyone who represents us – do not cause harm, abuse or commit any act of violence against children, adolescents and young people, or expose them to this risk.

We promote lectures, educational actions, practices, approaches, interventions and safe environments for children, adolescents and young people, which respect their specific protection needs and address the differentiated protection risks due to gender and other identities. We will fight and not tolerate any kind of prejudice, discrimination or exclusion.

We guide all people who work with children, adolescents or young people, or are associated with us, so that they understand and receive support to carry out their roles and duties for the protection of children, adolescents and young people.

MAJOR MEASURES

This Overall Policy is based on the following guiding principles for its implementation:

All children, adolescents and young people under the age of 18 are entitled to protection against all forms of violence on an equal basis, as stated in Article 19 of the United Nations Convention on the Rights of the Child. Furthermore, the Universal Declaration of Human Rights recognizes, among the fundamental human rights, dignity, worth and equal rights of persons of any age, including young people aged between 18 and 24 years old;

The human rights of children, adolescents and young people will be respected and valid for all, without distinction of age, sex, gender, gender identity, sexual orientation, nationality, ethnic origin, skin color, race, language, religious beliefs, political views, marital status, disability, physical or mental illness, family arrangement, socioeconomic or cultural background, class, any history of conflict with the law, or any other aspect of their origin or identity. Inequality, exclusion or discrimination will not be tolerated;

All children, adolescents and young people should be empowered and encouraged to develop their full potential. Decisions about children, adolescents or young people should be, as far as possible, made with their participation and aiming at achieving what is best for them, mainly considering how such a decisions would affect them;

No child, adolescent and young person shall be harmed, whether intentionally or unintentionally, as a result of their engagement, participation or contact with us, whether as a sponsored child, participant in our programs, projects, events, processes, youth advisory boards, as well as part of resource mobilization and influence campaigns.

JOINT RESPONSIBILITY

All people involved, from the board of directors to the employees, volunteers, associates and visitors must:

Be aware of and undertake to and contribute to a pleasant, healthy and safe environment, where children, adolescents and young people feel respected, supported and protected;

Never use violence against a child, adolescent or young person, nor even put a child, adolescent or young person at risk of suffering violence.

BREACH

Failure to observe this Policy and failure to comply with its rules will be investigated and may incur penalties, including disciplinary action leading to dismissal, termination of all relationships, including contractual ones, or partnership agreements, and, where relevant, appropriate legal measures or other types of actions.

In addition to governing the behavior of employees, associates and visitors to the Ramacrisna Institute, the Policy ensures that our organization specifically minimizes risks to our public served in all its diversity, while reporting and responding to any concerns appropriately, by placing the rights, needs and desires of the beneficiaries at the forefront.

5. CONFLICT OF INTEREST

Ramacrisna employees, volunteers or contracted parties shall not provide consultancies or hold positions in similar organizations with conflicting interests.

If the employee or manager hold another position that gives them any power to influence transactions or to access privileged information, they or their family shall not have any commitment to the Ramacrisna's suppliers.

The employee who holds a position (paid or unpaid) in external entities, as well as the ones whose spouse or family members work at Ramacrisna or at suppliers, government agencies, or non-profit institutions that relate to the Institution, shall communicate the fact, as soon as possible, in writing (through the Conflicts of Interest Declaration Form) to their immediate supervisor, who shall assess any conflicts of interest..

Second-degree relatives include father, mother, son, daughter, brother, sister, grandfather, grandmother, grandson, grandmother, uncle, aunt, nephew, and niece. For the purposes of this Code, relatives by affinity shall also be considered, namely: spouse, son-in-law, daughter-in-law, father-in-law, stepfather, stepmother, stepson, and brother-in-law.

In the event of a conflict of interest, the Ramacrisna's Executive Board shall also report the fact, in writing, directly to the Presidency.

International Agreements and Laws to which Brazil is a signatory or any form intervenient.

Ramacrisna has a strong commitment to ethical conduct and attitudes that reinforce the Institute's principles and values. Thus, the purpose of this Code is to clarify and guide employees, suppliers, customers, and partners on the expected and desired behaviors in any relationship established with the Institute. They are:



- To safeguard Ramacrisna's image so that its activities can be developed in an honest, fair, transparent and ethical manner;
- To comply with applicable legislation;
- To trade in the most loyal and honest way;
- To respect human relationships, following the principles of equality and respect for one's individuality, and act free from prejudice of any kind, whether related to origin, social condition, religion, gender, color, ethnicity, age, sexual orientation, political preferences, physical conditions or any other form of discrimination.

Ramacrisna looks for a continuous good relationship between employees, administrators, customers, and suppliers, so that the Institute's reputation will remain one of its most important assets.

6. FINANCIAL MANAGEMENT

Ramacrisna does not accept or support any initiative whose purpose is to hide or legitimize illicit financial resources, which include but are not limited to:

- "Slush fund";
- Uncommon forms or complex payment patterns;
- Uncommon transfers to/from countries unrelated to the transaction;
- Tax evasion;
- Money laundering;
- Transactions involving locations or companies already associated with "money laundering" or tax evasion.

6.1 CONTRACTORS AND ACCOUNTING RECORDS

All financial and business transactions shall be concluded and correctly transcribed on Ramacrisna's books and records.



The employee, service provider, or administrator shall not enter into any irregular financial arrangements with users or suppliers, such as the ones related to fraudulent overpricing or under-invoicing.

The contracts, in which the Ramacrisna takes part, shall be written in an objective and preciseway, leaving no room for ambiguous interpretations. The supporting documentation shall be attached to the main text so that it can be accepted and/or provided for with the assistance of Ramacrisna's Legal Department. All payments and commitments shall be supported by legal documentation and authorized by the competent hierarchical level.

7. CORRUPTION

The Ramacrisna Institute does not accept any form of corruption and fights against such practice in all of its forms. Therefore, the Institute only makes decisions based on legitimate factors, such as price, quality, and service, among other reasonable ones.

The employees, service providers, administrators, and project coordinators shall not promise, offer, authorize, induce and/or grant advantages or anything of value to a government agent, customer, supplier, or any other person, with the purpose of influencing decisions, even if they are favorable to the Institute's businesses or are aimed at any form of direct or indirect personal, patrimonial or extra-patrimonial gain or advantage.

The concept of corruption is vast, and can range from bribery practices to public agents – even transnational – extortion, kickback, illicit payments, money laundering, exchange of favors, fraud, influence peddling or any other practice, which involves any kind of reward (or promise of reward) from the corrupted in exchange for irregular advantages or benefits to the corrupter's interest.

8. GIFTS, PRESENTS, INVITATIONS, AND HOSPITALITIES

Ramacrisna's employees, service providers and administrators may accept or offer any institutional gift that represents an act of kindness and cordiality between the interested parties in any business relationship, which shall not suggest or characterize the achievement of real benefits. Ramacrisna recommends that gifts and presents, offered or received, shall be restricted to items of nominal value and promotional materials that display the logo of the granting institution. In case of doubt, the immediate supervisor shall be consulted.

Invitations to events with expenses borne by customers, suppliers, government agencies and other related parties shall only be accepted when they meet the legitimate purposes of the Institute's activities; when there is a real opportunity to develop commercial contact; and when they have been extended to other organizations' professionals. They shall be followed by the President's formal authorization.

It is forbidden to receive or offer gifts in cash or of any kind, for any reason, such as financial compensation (discounts) in transactions of a personal nature or similar ones.

The objects received as an award that pays homage to the Ramacrisna Institute shall be forwarded to the President.

9. IMAGE, REPUTATION AND EXTERNAL CONDUCT

The building and strengthening of the image and reputation of the Ramacrisna Institute also take place through our dialogue and behavior towards the users of our services and suppliers with whom we interact.

Therefore, our actions, both internally and externally, must always be in line with the principles and values of the Association. The image and reputation management of the Ramacrisna Institute must follow the positioning defined by its board of directors.

With that in mind, the Institute, which is always committed to keeping itself up to date, has been using the ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) criteria to guarantee the continuous development of better practices.



When working for Ramacrisna or performing any private activity in which the Institute's name or brand is identified, the employees, service providers, administrators, or suppliers shall act with extreme caution, prudence, and zeal, so as not to harm the Institute's image brand and reputation, neither to put their own career at risk.

Whether in an internal or external environment, while being trained or developing any other activities that allow the identification of the Institution's name or brand, the conduct of all audiences covered by this Code shall be consistent with the guidelines described in the present document and with the Ramacrisna's values, as a means of contributing to the construction and recognition of its good image.

10. COMMUNICATION POLICY

The Institutional Relations is the department responsible for Ramacrisna's communication and for ensuring its good image. Therefore, be aware of the rules below.

- It is forbidden to transfer to third parties any information, photos and documents owned by Ramacrisna or its beneficiaries, customers and suppliers, without the Institute's formal authorization.
- Only the communication department or some specific persons designated by the Vice President and the Superintendent are authorized to transfer information to TVs, radio stations, newspapers, websites and other media vehicles.
- When approached by someone from the press, you shall not give any interview and inform the communication department, which will, therefore, take the necessary measures.
- It is forbidden to transfer the Ramacrisna Institute's logo to third parties, as well as to change its standard format. In case of doubt, consult the communication department.
- Whenever using the Institute's brand in documents and internal presentations, everybody shall follow the user manual guidelines, so that its colors, format, font, etc., are not changed. In case the material is shared with third parties, it must be submitted for analysis by the communication department beforehand.

11. INSTITUTE'S PROPERTY

Ramacrisna's assets, equipment, facilities, and other properties are made available to its designated employees, service providers or administrators to be exclusively used in their activities so that they shall not be used for private purposes, except in specific situations defined by the Institution and formally approved by the responsible manager or department.

It is everyone's responsibility to ensure the good use and conservation of the Institute's property placed under their care. Questions related to donation, sale, and assignment of use of any Institute real estate shall be authorized by the Executive Board.

11.1 USE OF ELECTRONIC INFORMATION SYSTEMS

Electronic systems and IT resources are available to employees, service providers, administrators, or suppliers so that they can properly perform their duties.

The internet connection, provided by the Institute's services, is primarily intended to be used for its business purposes only. In case it is necessary to access the internet for personal purposes, it shall be used with extreme moderation, always respecting the Institute's rules, policies and procedures, without compromising the development of its activities.

The Institute's email is intended exclusively for corporate purposes related to the activities developed by the employees, service providers, administrators, suppliers, or designated representatives and it shall be used in accordance with the internal procedures established in documents related to the subject.

It is forbidden to exchange, retrieve, store, or use obscene, pornographic, violent, discriminatory, racist, or defamatory content, which disrespects any individual or entity and is contrary to the policies and interests of Ramacrisna. Games and chain letters are also forbidden.

Ramacrisna may at its discretion use and monitor any information transmitted or residing in these media. The present rule covers all information written or stored in any electronic system and others. It also includes technically developed information, which has been bought, licensed, or transferred to the Institute.



All files and information related to professional activities that have been created, received, or stored in the Institute's electronic systems belong to it and constitute its commercial and legal assets. Therefore, in the event of a dismissal or change of employees, administrators or service providers, the information under their responsibility shall be forwarded to their immediate supervisor who will direct them for custody or disposal.

The password to access the systems is for personal use only and shall not be granted to any third parties, not even a co-worker. It is forbidden to copy or install any software and programs on the Institute's computers without the prior authorization of the administrative department.

11.2 CONFIDENTIAL OR PRIVILEGED INFORMATION

The fact that the employees, service providers, or administrators have access to the Institute's restricted systems and information does not mean that they can access it and use its data for other purposes not related to the work developed. Therefore, the ones that, by virtue of their position and responsibilities, have access to strategic, privileged, or confidential information about the Ramacrisna Institute shall not pass them on to others without the Executive Board's written consent.

In this case, it is the duty of the individuals covered by this document to prevent access to such information, redoubling the care while talking in public environments or places with a large circulation of people, as well as with data sent through emails, comments on social media, information used in meetings, courses, external presentations and materials left on tables, drawers, and cabinets.

The employees, service providers, and administrators shall not facilitate the disclosure of confidential or inaccurate information in the media, including the social one.

Internal communications (electronic or printed) or operational documents (internal policies, standards, manuals, etc.) shall not be disclosed outside the Institute, even if they are not classified as confidential or restricted.

Confidential information may be disclosed in response to legitimate requests from government authorities or external institutions, which provide or have provided services to the Institute, only after considering whether they will protect the confidentiality of the information in a secure manner. To send information to government authorities, the Institute's Legal Department shall always be consulted.



11.3 INTELLECTUAL PROPERTIES

All employees, service providers, and administrators are responsible for protecting the confidential information about intellectual property to which they have access while performing their work, and shall use them carefully. It is forbidden to disclose such information without the express authorization of the Institute's management.

Likewise, the intellectual property third parties' or copyrights shall be strictly respected; therefore, it is forbidden to use, for example, unauthorized copies of printed materials protected by copyright; people's photos and testimonials without their prior authorization; and illegal or "pirate" software on the Institute's equipment.

12. INTEGRITY IN LABOR RELATIONS AND LABOR RULES

Ramacrisna treats its employees and service providers with dignity, providing a work environment that respects individual freedom and equal opportunities for professional and personal growth.

The hiring of employees, performance, evaluations, and termination of employment shall follow the Institute's policies regarding the people management process. Since its foundation, Ramacrisna has tried to promote good governance practices, with transparency and in strict compliance with the laws and regulations applicable to its activities.

The Institute is committed to maintaining training, recycling, and qualification programs for its employees, based on educational material focused on ethics, integrity, and anti-corruption topics.

It is everybody's responsibility to welcome new or relocated employees, providing a receptive environment, adequate support, training, and guidance regarding their department routines, with respect, attention, warmth, and empathy, always trying to the limits of each one and providing the necessary theoretical material.

We consider the entry of a new employee an opportunity to share knowledge and increase the number of people prepared to carry out our tasks and, consequently, fulfill our mission.



12.1 CHILD OR SLAVE WORK

Ramacrisna does not accept or condone forced, involuntary, slave labor, or any other forms of violence and sexual exploitation against children or adolescents.

If minors aged between 16 and 18 are hired as apprentices, following the laws in force in the country, the Institute shall ensure that their activities will not prevent their studies.

12.2 PREJUDICE AND DISCRIMINATION

Ramacrisna values the respectful, cordial, and fair treatment by the employees, service providers, and administrators, and, consequently, it forbids discrimination or prejudice of any nature based on gender, race, religion, age, gender, political conviction, nationality, marital status, sexual orientation, physical condition, among others.

In the recruitment, selection, and promotion processes, candidates shall be evaluated solely on their competencies to meet the expectations of their position. Decisions based on prejudice, favoritism, or privilege of any kind are not accepted.

12.3 LEADERSHIP POSTURE

It is up to the leaders to inform, guide, and prepare their teams for the correct application of the organization's policies and norms.

The immediate supervisor shall point out any faults committed by employees, and such events shall be accompanied by the necessary information and guidelines to avoid their recurrence. Repeated mistakes resulting from carelessness, negligence, or lack of interest shall be rigorously corrected.

In these cases, it is the manager's duty to take the necessary measures, ensuring that the irregularity is properly analyzed and dealt with. In case of doubt, the Human Resources and Legal Department shall be consulted.



In terms of behavior, everybody is expected to encourage, listen and consider new ideas, different opinions, questions, and arguments, which represent a way of learning and of improving the processes.

12.4 ABUSE OF POWER OR HARASSMENT

Ramacrisna does not tolerate abuse of power or harassment, whether it is sexual, economic, moral or of any other kind, or situations that represent disrespect, intimidation, physical violence or threat in the Institute's internal or external relationships.

Anyone who considers that they were discriminated against, humiliated or a victim of prejudice, abusive behavior or disrespected while working for the Ramacrisna Institute, shall report the matter to the Executive Board, using the available contact channels.

12.5 HEALTH, SAFETY AND ENVIRONMENT

All information relating to health, safety and the environment that could have an impact on the Institute's direct and indirect employees, local communities or the environment itself is handled in a transparent manner.

Ramacrisna is committed to providing a safe working environment and to adopting the necessary measures to preserve everybody's physical, mental and moral integrity, especially with regard to occupational risk, if any.

It is expected that everyone covered by this Code will pay close attention to the work environment and report any potential risks to health, safety or the environment.

12.6 USE OF ALCOHOL, DRUGS AND WEAPONS

No Ramacrisna employees, service providers and administrators are allowed to consume alcoholic beverages during working hours and they are prohibited from performing their professional duties in a drunken state. The possession and use of drugs is also strictly prohibited, as is being in the workplace under the influence of such substances. No weapons of any kind are permitted on the Institute's premises. The internal areas of Ramacrisna are considered "SMOKEFREE"

12.7 SALES OF MERCHANDISE

The selling and exchanging of goods on the Institute premises for private purposes, by any of the people covered by this Code shall be expressly authorized by the Executive Board.

12.8 POLITICAL INVOLVEMENT

Ramacrisna has no links with Political Parties; but it respects everyone's involvement in civic affairs and participation in political procedures. However, such participation must take place in the professional's free time at his/her own expense, outside the Institute's facilities. In such circumstances, the person involved shall make it clear that the opinions are their own and do not represent those of the Institute.

13. SUPPLIERS

RAMACRISNA's suppliers shall be assessed using clear criteria and without discrimination. Every decision must be made on the technical and economic grounds and no favoritism of any kind is permitted.

All the Institute's processes for the procuring of services, renewing of contracts and the like shall be conducted with complete openness and integrity, respecting ethical principles, the law and the prevailing internal and external regulations.

To be accepted as a Ramacrisna supplier, in addition to proving evidence of compliance with tax obligations, the supplier must provide a formal declaration that it does not make use of child labor or provide working conditions analogous to slavery.

14. CODE VIOLATIONS AND CONSEQUENCES

The existence of norms, policies and rules is essential to a successful business. It is the responsibility of the leadership to encourage their teams to always be in compliance and to conduct themselves in accordance with the ethical standards of the Institute, as well as making sure they are followed in order to preserve a harmonious and efficient operational routine.

Deviations, non-compliances or violations can lead to disciplinary measures that, when applied, shall always serve as a form of education and cultural development.

14.1 WHAT IS CONSIDERED TO BE A CODE VIOLATION

Conduct that is considered by Ramacrisna to violate this Code and, therefore, should be avoided:

- Failure to comply with the rules set out herein, as well as with the Institute's policies and regulations; and violations of the prevailing legislation that is applicable to the Institute's activities in the locations where it operates;
- Failure to take appropriate action in response to the violations of laws, of ethics, morals and the principles set out in the present Code, despite being aware or suspicious of irregularities or not reporting the situation to the appropriate bodies or through the appropriate channels;
- Falsifying or manipulating information in order to conceal the violation of laws, of ethics, morals and the principles set out in this Code; and
- Retaliating against those who have reported in good faith to the Institute's bodies any conduct that is not in accordance with the present Code, the Institute's values, its internal policies, rules and the prevailing legislation.

14.2 REPORTS OF CODE VIOLATIONS

Every report received by the Ramacrisna administrators shall be treated with impartiality, openness and confidentiality. Retaliation against the person who has provided information in good faith shall be accepted. Retaliation of any kind shall be immediately reported.

The report shall be accurate, correct and based, whenever possible, on evidence, facts and concrete data. Ramacrisna has a whistleblower channel, which guarantees their anonymity, as well as an OMBUDSMAN, which will independently investigate and promote the necessary actions to respond to its demands.

14.3 DISCIPLINARY MEASURES

The failure to comply with the Ramacrisna's norms and rules shall have disciplinary consequences. The recurring failure to comply with norms and rules, as well as with the actionplans designed by the auditors, despite due guidance, shall also be subjected to disciplinary measures.

Possible punishments

- Oral warning;
- Written warning;
- Suspension;
- Dismissal without due cause;
- Dismissal with due cause; or

The application of disciplinary measures shall be carried out, whenever possible, immediately after the misconduct.

The Human Resources Department shall always be consulted about the appropriate disciplinary measures to be applied, and, whenever necessary, it shall in turn consult the Legal Department for orientation. In any of these situations, respect for the individual shall guide be the principle guiding the conduct of the leadership.

15. SUPERVISION (INDEPENDENT)

Ramacrisna is audited by an Independent Audit, which analyzes its financial statements in accordance with the practices adopted in Brazil, the rules of the Federal Accounting Council (CFC) and the provisions contained in the Accounting Standards (ITG 2002), adopted for non-profit entities (Resolution N. 1.409/2012 – CFC, amended by ITG 2002 (R1), of August 21, 2015).

16. RAMACRISNA SITE

The Institute's website, www.ramacrisna.org.br, displays its Articles of Incorporation, policies, reports and operational norms related to the activities performed, as well as other information arising from legal requirements or social responsibility.



17. GENERAL PROVISIONS

The Code of Ethics and Conduct is an integral part of the Employment Contract to be signed by every employee already hired or to be hired. The Term of Commitment, attached to this Code, will be presented to the employee, who shall read and subscribe it.

The provisions of the present Code apply, as appropriate, to anyone who, even when belonging to another institution, provides service or develops any permanent, temporary or exceptional activity with Ramacrisna, regardless of financial reward. The present Code is an integral part of the Ramacrisna Integrity Program and an essential tool for its governance.

18. TERM

This Code of Ethics and Conduct will come into force from the date of its publication on the institutional website www.ramacrisna.org.br and is valid for an indefinite period, with applicability in all places where Instituto Ramacrisna is operating.

Solange Bottaro

Vice President

ANNEX A

TERM OF COMMITMENT

The present Term of Commitment is an integral part of the Institute's Employment Contract and consists of two copies. One shall remain with the employee and the other with the Ramacrisna Institute.

I hereby declare that I have received, read and understood the Ramacrisna Code of Ethics and Conduct and willingly make the commitment to respect and comply with the terms and guidelines established therein, under penalty of subjecting myself to disciplinary measures, in accordance with the Institute's internal rules and applicable legislation.

RAMACRISNA'S OMBUDSMAN: ouvidoria@ramacrisna.org.br - Phone + 55 31 97146-9715 Full Name:

Area:

Signature:

Date:

I agree to report any and all questions regarding possible conflicts of interest during my relationship with the Institute.

The present term consists of two copies. One copy shall remain with the employee or service provider and the other with the Ramacrisna Institute.

Signature:

Last reviewed on April 15, 2022.

The present term consists of two copies. One copy shall remain with the employee and the other with the Ramacrisna Institute.