

# CERTIFICATION PROTOCOL

# SER Sustentável

By  expocacer

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## 1 INTRODUCTION

The Expocacer Seal of Sustainable Responsibility – SER Sustentável is an initiative of EXPOCACER - Cooperative of Coffee Growers of the Cerrado, which aims to ensure that all parties involved in the certification scheme are aligned with the fundamental principles of an economically profitable, socially conscious, and environmentally sustainable.

By maintaining focus on the fundamental pillars of sustainability – social, environmental, and economic – it offers interested parties the guarantee that properties with the SER Sustentável Protocol seal have a traceable, responsible product that values human beings and is produced in a sustainable manner. to protect and preserve the environment.

This protocol is based on the criteria established by the Global Coffee Platform Equivalence Mechanism. In this way, properties that decide to become certified under the SER Sustentável Protocol establish a firm commitment to sustainability, eliminating all unacceptable practices mentioned in this protocol and seeking constantly improving its systems and processes.

To this end, through the criteria and standards defined in this protocol, and through regular audits, EXPOCACER will promote an in-depth analysis of properties and their management, with the clear objective of achieving continuous improvement and the abolition of unacceptable practices.

Therefore, this protocol establishes a clear system for measuring compliance with its criteria, promoting credibility and transparency in the results achieved.

## 2 OBJECTIVE

The objective of the SER Sustentável Protocol is to promote, together with EXPOCACER members, the production of coffee that reflects a more sustainable vision of the future. Guarantee prosperity for coffee producers, respecting the social rights of workers by guaranteeing a decent and safe working environment, and adopting environmentally responsible practices that conserve nature, preventing deforestation, pollution, and illegal hunting.

### 3 SCOPE

The SER Sustentável Protocol covers coffee farms legally belonging to members of the Cerrado Mineiro Coffee Growers Cooperative – EXPOCACER, interested in demonstrating compliance with the criteria and requirements established in this protocol. It is applicable to **SMALL, LARGE, and GROUP farms**.

In Brazil, Good Agricultural Practices (GAP) for coffee cultivation are guided by the directives and regulations established by the Ministry of Agriculture and Livestock (MAPA), specifically by MAPA Ordinance No. 337, dated November 8, 2021. These practices aim to ensure environmental sustainability, food safety, and the well-being of rural workers, while also promoting productive efficiency and coffee quality.

Within the context of our sustainability protocol, Good Agricultural Practices (GAP) are explicitly aligned with the guidelines established and approved by MAPA. Therefore, the checklist associated with the protocol is directly aligned with **Coffee Sustainability Reference Code (CSRC)**, ensuring that the required agricultural practices comply with the current regulations in Brazil.

The territorial delimitation of the certified scope on the property is defined in accordance with the provisions of the Rural Environmental Registry (CAR), in accordance with Law No. 12,727, of 2012, including compensated reserves, if any, to comply with the Brazilian Forest Code (Law No. 12,651), which requires a minimum of 20% legal reserve areas.

For audit purposes, the protocol is limited to coffee cultivation; other crops existing on the property will not be evaluated.

In addition to the evaluation based on the criteria defined in this protocol, producers will be registered and evaluated using the tool provided by the Global Coffee Platform (GCP), available at the link <http://www.gcpbrasil.com>. The producer must be registered and monitored according to the criteria required by the platform.

### 4 VERSION

This protocol will be reviewed at least every 5 years and may also be revised on an extraordinary basis to ensure its effectiveness and relevance. The criteria are developed, modified, and revised under the responsibility of the EXPOCACER sustainability department committee.

Through the contact mechanism with EXPOCACER, as described in [Item 17](#), suggestions for changes to the standards defined in this protocol can be made. These

suggestions will be considered by the sustainability department committee, which, through an analysis and voting process, will add or change standards to the SER Sustentável Protocol.

All interested parties will be informed of any changes to the protocol after the process is complete, with changes made public before the updated version comes into effect.

The validity of the updated version of the protocol will begin in the harvest year following the date of publication of the new version.

Table 01 below provides details of the current version of the Ser Sustentável Protocol.

Version	Year	Force	Description
00	2023	Jan-2023	This is the initial version of the protocol.
01	2024	Aug-2024	Review one

Table 01: Version control

## 5 HOW TO APPLY FOR CERTIFICATION

To obtain certification under the Ser Sustentável Protocol, the coffee producer must meet the following requirements:

### 5.1 Be an EXPOCACER co-operator.

The SER Sustentável Protocol is aimed exclusively at EXPOCACER members. Therefore, the first requirement to apply for certification is that the producer is an active member of EXPOCACER and complies with his obligations to the cooperative.

If the producer is not yet a member of the cooperative, he or she must contact EXPOCACER to begin the accreditation process, going to the sustainability department and following all established guidelines and steps.

If the producer is already a member of the cooperative, but is in default, he must contact the sustainability department to regularize his situation, according to the guidelines provided.

### 5.2 Exclusionary Criteria

To ensure the integrity of the certification process, the SER Sustentável Protocol establishes critical criteria that, if not met, exclude ownership of the certification process. These criteria are:



### **5.2.1 Logging**

The conversion of areas with primary vegetation from January 1, 2014, with the purpose of expanding the productive area, is an unacceptable practice and prevents certification.

The suppression of areas of primary vegetation, when considered essential, will only be permitted if it is duly supported by current legislation, with the appropriate licenses issued by the competent bodies, and must not exceed 1% of the total area of the property, as long as this value does not exceed 10 hectares. In this case, it is necessary to present an action plan (prepared by a qualified technician) to compensate for the suppressed area, with an area of equal or greater territorial extension.

The analysis of the deletion and the documentation presented will be conducted by EXPOCACER's sustainability department, which will make the final decision on the acceptance of the property in the certification process based on the compliance and justifications presented.

### **5.2.2 Work Analogous to Slavery**

According to art. 149 of the Brazilian Penal Code, work analogous to slavery is strictly prohibited. Properties associated with such practices are automatically excluded from the certification process.

### **5.2.3 Child Labor**

Child labor, that is, work by children under 18 years of age, is prohibited, except for exceptions provided for by law, in accordance with art. 60 of Law 8069, Law 10097/2000 and ILO Convention 182. Properties that do not comply with this standard are prevented from participating in the certification process.

### **5.2.4 Restrictions at IBAMA**

IBAMA Normative Instruction 15/2023 establishes preventive embargoes for areas with environmental irregularities. Properties that are under embargo and meet these criteria will not be able to obtain certification until the situation is fully clarified and resolved.

### **5.2.5 Prohibited Products**

The GCP Protocol includes an updated list of agrochemicals prohibited in coffee production, based on the Stockholm, Rotterdam, and Montreal Conventions. The presence of any prohibited product, as indicated in the red band of the GCP

Protocol list, constitutes a critical and exclusionary criterion for certification under the SER Sustentável Protocol.

## 6 CERTIFICATION RULES

### 6.1 Types of Certifications

After the property meets the eligibility criteria described in [item 5.2](#) , the manager will be able to choose between two types of certifications, as detailed below:

#### 6.1.1 Individual

Individual certification is the modality in which the property requests certification independently.

#### 6.1.2 Group

Group certification is the modality in which two or more properties are grouped together with the aim of obtaining certification collectively.

### 6.2 Audit Cycles

Certification will occur in 3-year cycles, with the first year designated as the Certification/Recertification year, while the second and third years are called follow-up years, as shown in table 2 below:

CYCLE		
Year 01	Year 02	Year 03
Certification/Recertification	Follow-up 01	Follow-up 02

### 6.3 Evaluation Processes

To monitor the performance of certified properties, they must annually undergo evaluation processes according to the following items:

#### 6.3.1 Internal Audit

Internal audits are conducted in person by the Expocacer sustainability team and are considered a self-assessment process required by this protocol for the producer. All properties within the group will be audited at least twice a year, provided that all protocol requirements are assessed by the end of the period. If the audit takes place on different dates, all evaluation dates must be included in the evaluation checklist.

Expocacer, based on relevant criteria and the risk analysis of each property, may conduct unannounced internal audits to verify compliance with this protocol's criteria. Furthermore, monitoring will be carried out through platforms that assist in verifying compliance with critical criteria, such as the Serasa and GCP platforms.

The internal audit self-assessment must be delivered to the producer within 3 business days. Therefore, the producer will have access to information about the property, and it is necessary to comply with the requirements pointed out as non-compliant, aiming at the continuous improvement of the farm.

### 6.3.2 Certification and Recertification Audit

The Certification/Recertification audit refers to the assessment carried out in the first year of each cycle. This audit process will be conducted by a company external to EXPOCACER (second party), ensuring the impartiality of the evaluation and results obtained. The audit must cover 100% of certified properties, whether individual or group.

### 6.3.3 Follow-up Audit

Follow-up audits are carried out in the second and third years of each certification cycle. The main objective of these audits is to evaluate the continuous improvement of the management system and ensure compliance with mandatory items, including monitoring critical criteria. These audits will also be conducted by a company external to EXPOCACER, ensuring impartiality and objectivity in the assessment.

## 6.4 Approval and Performance Methodology

To pass the audit process, the property must achieve, at a minimum, the following results:

Cycle	Year	Critical Criteria (Service)	Mandatory criteria (Service)
01	01	100%	100% compliance with Year 01 criteria.
	02	100%	100% compliance with criteria Year 01 + Year 02
	03	100%	100% compliance with criteria Year 01 + Year 02 + Year 03.
02 next	All	100%	100% service + *evidence of continuous improvement.

\*When 'Evidence of Continuous Improvement' is mentioned, it refers to the fact that the organization must present to the auditor the measures and actions implemented to improve its processes and management since the last audit. This means that it is necessary to clearly and objectively demonstrate the efforts and progress made to continually improve your practices and procedures.

## 6.5 Types of Criteria

### 6.5.1 Critical Criteria

The critical criteria are mandatory to comply with. Failure to comply with these criteria will result in immediate revocation of the certificate and exclusion from certified group ownership.

Before the certification process begins, the property will undergo a comprehensive analysis of these criteria. However, it is critical that these practices are monitored annually to ensure they never become part of the context of a certified property.

### 6.5.2 Mandatory Criteria and Continuous Improvement

It is crucial to understand that the protocol is oriented towards a continuous process of improvement. In this context, a property seeking certification will initially be audited for basic criteria, including critical ones, in the first year of the cycle. From the second year onwards, additional criteria will be introduced, encouraging the property to improve its processes. While it is possible for a property to meet subsequent years' requirements in the first year, it is imperative that the property not fail to meet the mandatory requirements for the first year. Non-compliance with these requirements will be classified as major or minor, depending on their scope, as defined in [item 6.6](#).

Therefore, mandatory criteria are defined as the items that must be fulfilled in the audit year in question ([item 6.4](#)), and for each criterion the minimum year for its implementation will be stipulated.

Continuous improvement must be evidenced over the years and cycles by actions that prove the improvement in the efficiency of the property management system.

## 6.6 Types of Nonconformities

Non-conformities are deviations, that is, non-compliance with standard requirements and criteria. These deviations are highlighted at the time of verifications

in internal audits, certifications, recertifications or monitoring. Nonconformities are divided into three types:

### **6.6.1 Critical non-compliance**

Critical nonconformities represent non-compliance with the criteria mentioned in [Item 5.2](#) . This type of non-compliance is considered unacceptable, as it directly violates the fundamental principles of the SER Sustentável Protocol. This type of non-compliance carries with it the penalty of immediate loss of the certificate.

### **6.6.2 Minor non-conformity**

This is a deviation or partial non-compliance with a criterion of the SER Sustentável Protocol. It is an isolated incident and does not reflect a systemic management problem and does not affect the integrity of the property management system.

### **6.6.3 Major non-conformity**

This is a deviation or total non-compliance with a protocol criterion, it is a systemic problem of large proportions that affects the effectiveness and integrity of the property management system.

## **6.7 Remediation of non-conformities**

Remediation means dealing with evidence of non-compliance during the audit period as defined in [item 6.6](#) of this manual, which must follow the following steps:

### **6.7.1 Action Plan**

The action plan is the document that must be prepared and sent to the auditor, including the treatment of non-conformities highlighted in it, and must include at least the following items:

#### **6.7.1.1 Description of non-conformity**

The description of the non-conformity must be that made by the auditor, this information is the basis for the negotiations, it must be reliable to the report made by the auditor.

#### **6.7.1.2 Root Cause**

The root cause of a nonconformity is the fundamental factor or primary source that led to the problem, when identified and treated, can prevent the problem from recurring.

### 6.7.1.3 Correction

Correction refers to the proposed solution to the problem that has already occurred, actions that are immediate, actions aimed at solving the problem already identified, along with its consequences.

### 6.7.1.4 Corrective Action

Corrective action consists of measures proposed to ensure that a problem does not recur. These actions directly address the root cause, therefore ensuring that the non-conformity in question does not occur again.

## 6.8 Types of Treatments

### 6.8.1 Dealing with Minor Nonconformity

For minor non-conformities, an action plan must be sent ( [item 6.7.1](#) ) and the proposals must be accepted by the auditor as sufficient to close the non-conformity, as long as they meet the deadlines established in this protocol ( [item 7.5](#) ). It must be expressly audited, in the next internal and external audit, whether the actions proposed in this action plan were carried out effectively. If it becomes clear that such actions were not carried out as planned, the non-conformity will be reclassified as a major non-conformity and treated as such (see Item 6.8.2).

### 6.8.2 Dealing with Major Nonconformity

For Major non-conformities, an action plan ( [item 6.7.1](#) ) must be sent to the auditor and the proposals must be accepted. Within the established deadlines ( [item 7.5](#) ), evidence that proves the execution of the action plan effectively must be sent to the auditor, so that the audit process can be completed successfully.

## 7 AUDIT RULES

### 7.1 Audit Duration

The audit process will have a variable duration, which will be defined by the auditor when preparing the audit plan. This duration will consider logistics, scope extension, structure and complexity of the property's processes, with a minimum duration of 8 hours being defined. This audit must cover 100% of the criteria in this protocol applicable to the audit year ( [item 6.4](#) ), analyzing all documentation, as well as reserves, structures, processing, crops, pesticide rooms and other applicable areas.

## 7.2 Audit Extension

It is established that, at the end of the three-year cycle, 100% of the farms belonging to the group must be audited, complying with all requirements relating to the year of application. In cases of signs of risk of non-compliance with any critical criteria, nothing prevents a farm from being audited more than once within the same cycle.

To guarantee the audit of all farms at the end of the cycle, at least 33.33% of the group's farms will be audited each year. If one or more additional farms need to be audited during the cycle due to emerging issues, those farms will be included in the minimum number of annual audits. Farms that have not been previously audited will be given priority, ensuring that all farms are audited at least once during the cycle, even if some are audited more than once.

## 7.3 Who can audit?

### 7.3.1 Internal Audit

EXPOCACER's internal auditor must be, at least, a professional trained as an ISO 9001:2015 internal auditor, with proven proficiency or at least 2 years' experience in audit processes.

### 7.3.2 External Audit

The external auditor must have minimum training as an ISO 9001:2015 Lead Auditor, with proven proficiency and at least 2 years of experience in audits.

To avoid conflicts of interest, the external auditor must only audit properties for which he does not provide consultancy, and this auditor must also not be an EXPOCACER employee.

SER Sustentável protocol audits are classified as second-party audits, with the possibility of being updated in the future to meet third-party audit requirements.

## 7.4 Audit phases

### 7.4.1 Audit Plan

The auditor must previously provide an audit plan that covers the progress of the audit as well as its duration ( [item 7.1](#) ), so that logistics can be organized in advance.

#### **7.4.2 Opening Meeting**

To begin the audit, a meeting must be held with all those responsible and representatives of the farm subject to the audit. The purpose of this meeting is to explain in detail the procedures that will be adopted throughout the audit process. This meeting must be documented through an official record that attests to the participation of all those involved, providing transparency and support for the evaluation process.

#### **7.4.3 Audit progress**

The audit will follow the audit plan provided by the auditor in accordance with [item 7.4.1](#) , and at the opening meeting details and changes may be made to the plan in order to facilitate logistics and improve the progress of the audit.

The audit must include at least the following procedures:

a. The auditor must check all critical points identified on the property, such as: reserves and conservation areas, processing structures, pesticide rooms, dams, and coffee plantations. For coffee plantations, the plots must be visited on a sample basis, being at least the square root plus one of the total number of plots on the property.

b. The auditor must interview, in a representative manner, the employees of the property within the scope of the café. Sampling must follow the following criteria:

- Properties with up to nineteen employees: interview a minimum of six employees, unless the number of employees hired is smaller.
- From twenty employees: increase two employees for every ten hired. For example: for 20 employees,  $(6+2) = 8$  employees must be interviewed; for 30 employees,  $(6+2+2) = 10$  employees, and so on.
- Of this sample, at least 30% must be women.

#### **7.4.4 Closing Meeting**

At the end of the audit, a closing meeting must be held, in which the auditor will present considerations about the audit process to all participants. This meeting must also be documented with an official record that attests to the participation of everyone involved.



#### **7.4.5 Ombudsman channel**

The auditor must provide a detailed explanation of the available channels for complaints, suggestions, and reports ([item 17](#)), clarify the mechanisms for confidentiality and protection of the whistleblower, the response time, and how the company uses the feedback received to implement continuous improvements in its processes and practices.

#### **7.4.6 Confidentiality of information**

The internal or external auditor must sign a confidentiality agreement with EXPOCACER, ensuring that all property information is kept absolutely confidential, in accordance with the General Data Protection Law (Law nº 13,709/2018).

#### **7.4.7 Impartiality**

The internal or external auditor must maintain an impartial stance when analyzing documents, processes, and events during the audit. The resulting report must accurately reflect the property's status in relation to the criteria established in this protocol, contributing to the property's continuous improvement process.

#### **7.4.8 Audit Report**

The audit report constitutes an official document issued by the auditor at the end of the audit process. This report includes information about the audited property and the auditor, in addition to detailing non-conforming items revealed during the audit. The report is a mandatory document at the end of an externship.

### **7.5 Deadlines for dealing with non-conformities.**

The entire certification process must be completed within a maximum period of ninety calendar days from the date of the audit. All steps described below must be completed within this period. If the deadline is not met, the certification process will be terminated with a verdict unfavorable to certification.

#### **7.5.1 Issuing and sending a Report by the Auditor**

The lead auditor will have a period of five working days to send the final report to EXPOCACER, in which he must describe, if any, the non-conformities evidenced in the properties.

### **7.5.2 Action plan**

The property must, within five working days, send remediation proposals for non-conformities to the responsible lead auditor. This action plan must meet, at a minimum, the provisions of [item 6.7.1](#) of this manual. The auditor will have two working days to evaluate the proposals sent and return with approval or with a request to regularize the proposals.

### **7.5.3 Deadline for submitting evidence.**

Upon receipt of the report, the property will have 60 days to send evidence proving that the proposed actions (approved by the auditor) were implemented effectively.

### **7.5.4 Deadline for completing the certification process.**

After receiving evidence proving the closure of non-conformities, the auditor will have five working days to analyze and consider the audit process as completed, sending all documentation to EXPOCACER's sustainability department. If the evidence submitted is not sufficient, the auditor will return to the property, indicating that the evidence is insufficient and requesting updates or clearer evidence.

## **8 CERTIFICATE**

### **8.1 Certificate Issuance**

After verifying and meeting the minimum criteria established by the SER Sustentável Protocol, according to the cycle and year of the audit, the property or group will receive a recommendation from the auditing company for certification with EXPOCACER. EXPOCACER, through its sustainability department, will issue a certificate containing information pertinent to the property or group, the date of issue, the expiration date, and any other relevant information.

### **8.2 Loss of Certificate**

The loss of the certificate will occur in the following situations:

- a. Evidence of non-compliance with critical criteria as per [item 5.2](#) .
- b. Failure to meet the deadlines and requirements for resolving non-conformities, as established in [item 7.5](#) .
- c. Proven complaints that attest to non-compliance with the critical criteria established in this protocol ( [item 5.2](#) ).

## 9 AUDIT TEAM ASSESSMENT

The external audit is carried out by an external company, and it is then the responsibility of the EXPOCACER sustainability department committee to review the performance of the auditors involved in the audits carried out. This assessment will include the following items.

- a. Review of reports, checking whether they match the reality of the properties evaluated.
- b. Review of petitions and non-conformities.
- c. Assessment of sanctions applied by auditors, checking whether they are consistent with reality.
- d. Assessment of auditors' impartiality.
- e. Assessment of the professional conduct of auditors.

### 9.1 Impartiality and Conflict of Interest Management

All actors involved in the assurance process must identify and report possible conflicts of interest that could commit the impartiality of their assessments. Those involved must sign and update annually a formal declaration attesting to the absence of conflicts of interest or reporting potential risks.

A system of regular rotation between assessors/assurance providers is established to avoid the creation of links that could lead to bias, and an assessor may not audit the same farm for up to 3 consecutive years. Every 3 years there will be witness auditors to observe and evaluate the audits carried out, ensuring that they are conducted impartially.

If inconsistencies are identified, the sustainability department committee will request revisions to the documentation. If there is unprofessional conduct on the part of the audit team, auditors may be penalized and even excluded from the possibility of carrying out audits in this protocol.

## 10 SUPPLY CHAIN

The storage of certified coffee should preferably be carried out in EXPOCACER warehouses, which adhere to strict quality standards, including detailed procedures for traceability with a preserved identity model, storage, and reprocessing

of the coffee. In addition, the current system of Expocacer provides tools to manage traceability from entry to exit.

The protocol checklist requires the producer to maintain internal traceability on the property, evidencing the format and measures taken for production control. This ensures the traceability of the coffee from the production area to the warehouses.

If it is necessary to use other warehouses, they must be pre-approved by the EXPOCACER sustainability team. To obtain approval, the third-party warehouse must present valid certification of protocols that reflect the same principles followed by EXPOCACER, such as the RAINFOREST ALLIANCE protocol. The SER Sustentável protocol considers that warehouses with similar certifications — which follow the GCP manual — meet the requirements for compliance; therefore, these warehouses must provide evidence of their certifications.

Third-party warehouses may be subject to on-site audits conducted by the EXPOCACER team at any time, should there be a need or justification for such audits. Upon verification, the warehouse will have the right to receive coffee from producers certified under the SER Sustentável protocol, with the sustainability team being able to access the certified batches under the protocol, while maintaining the integrity of the analyzed data, in accordance with the General Data Protection Law, or Law No. 13.709/2018.

The EXPOCACER sustainability department is committed to providing an updated list of approved warehouses for coffee storage, facilitating access to this information for interested producers. The system and processes of the warehouses will be evaluated to be compatible with the protocol. If the third-party warehouse does not comply with the requirements, it will be inactivated by the sustainability team to receive the coffees.

## 10.1 Traceability

Expocacer maintains a robust internal system for controlling all coffee lots received at the facility, whether certified or not. This system integrates specific software, physical records such as invoices and service guides, as well as spreadsheets, indicators, and graphs, ensuring complete and accurate control of each lot. This system is based on the concept of "Preserved Identity," allowing for the tracking of the entire journey of the coffee from its origin to the final buyer.

How the system works:

a. Registration of Certified Farms: Certified farms in the SER Sustainable Protocol are registered in an internal control system. Thus, when the coffee arrives at EXPOCACER, a certified coffee code is immediately linked to the lot. From that moment on, all the coffee is treated as certified. The lot receives a unique number that connects it to all internal control data to ensure traceability, in addition to being associated with the information on the invoice, linking it to the producer's and farm's origin data.

b. Internal Traceability: The internal system ensures strict mechanisms to prevent the mixing of certified coffee lots with non-certified ones. When, for strategic reasons, the mixing of certified and non-certified coffees occurs, the certification seal of the resulting lot is immediately revoked. However, blends of certified coffee lots are allowed, with the certification seal being maintained, along with a complete breakdown of which lots were combined.

c. Sales of Certified Coffee: In the coffee sales process, all stakeholders have access to traceability information. Thus, depending on the negotiations, it is possible to issue the legal documentation with or without the SER Sustainable certification seal.

The internal system ensures the integrity of each coffee lot, keeping all records confidential, with access restricted only to interested parties. Data integrity is guaranteed through cloud backups and multiple internal servers at Expocacer, ensuring the security of the information.

For more information about some of Expocacer's traceability systems, visit:

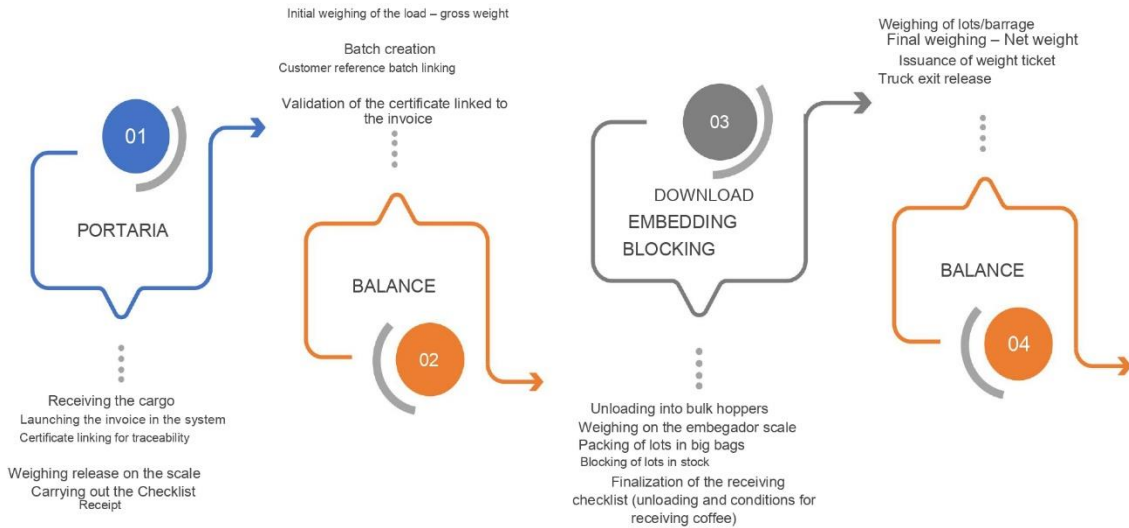
TOTVS: <https://en.totvs.com/>

MICROSOFT POWER BI: <https://www.microsoft.com/pt-br/power-platform/products/power-bi>

Below is a flowchart of the warehouse:

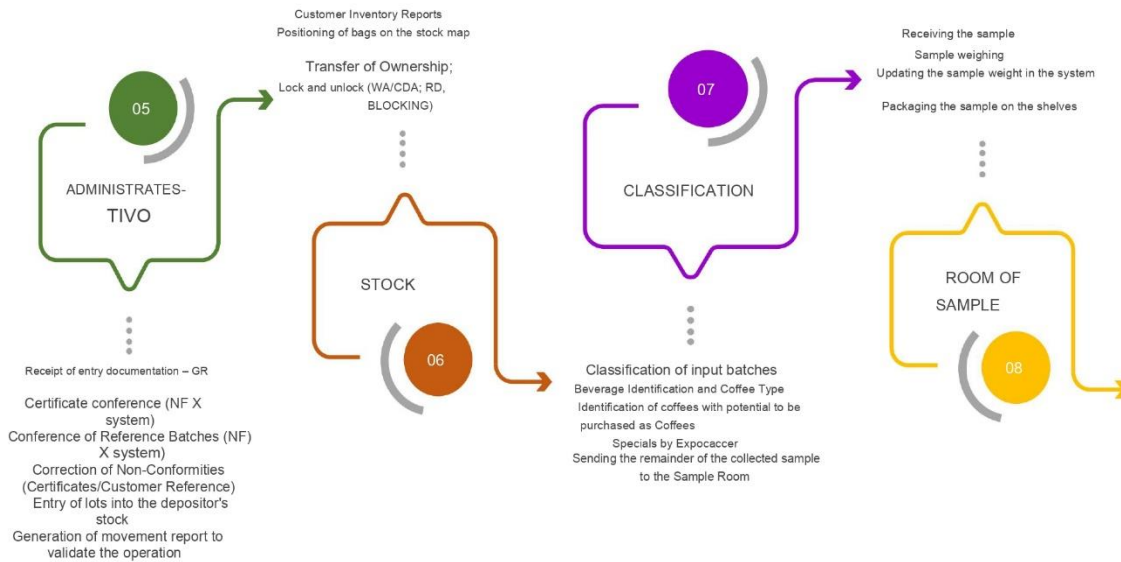
Machine Translated by Google

## Process Diagram - Warehouse



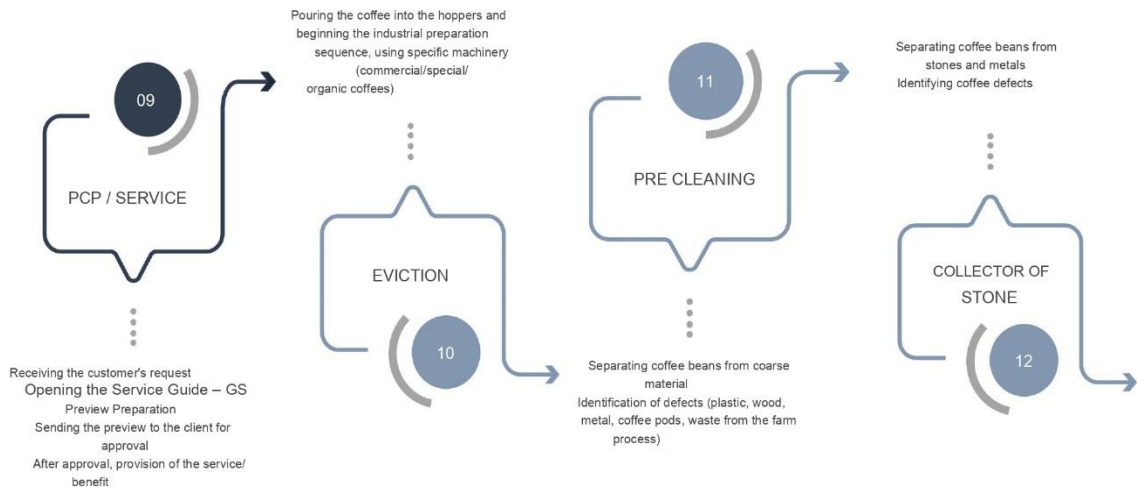
Machine Translated by Google

## Process Diagram - Warehouse



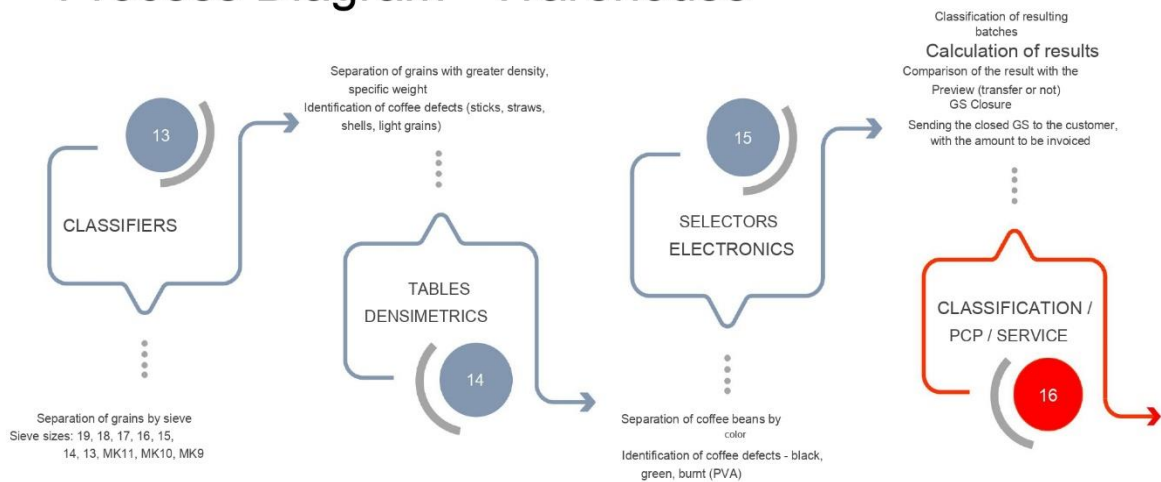
Machine Translated by Google

## Process Diagram - Warehouse



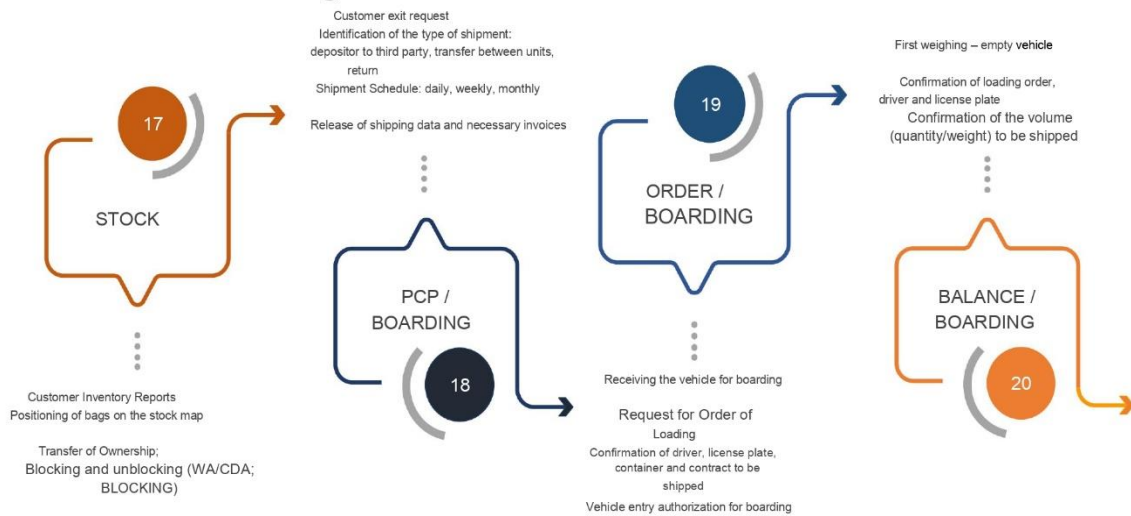
Machine Translated by Google

## Process Diagram - Warehouse



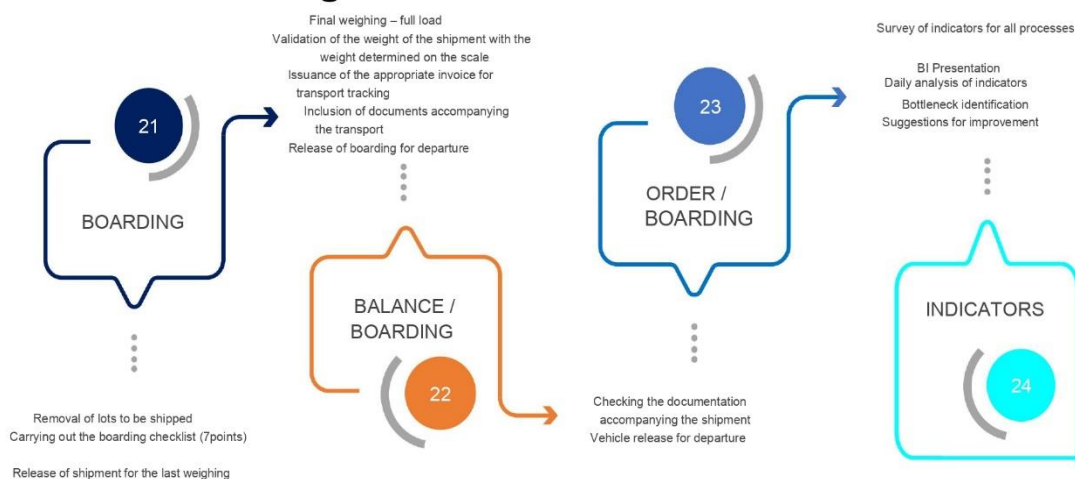
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## Process Diagram - Warehouse



Machine Translated by Google

## Process Diagram - Warehouse



### 11 EXCEPTION ASSESSMENT PROCEDURES

This procedure aims to ensure that exceptions are applied objectively, transparently and within a defined timeframe, taking into account variables such as region, property size, specific crop and other particularities that may impact on the application of the established criteria.



Exceptions are temporary adjustments to certain sustainability requirements or to the assessment process that, due to extraordinary circumstances, cannot be applied in the usual way. Exceptions can be granted based on factors such as:

- Specific regional conditions;
- The size of the estate;
- Varieties of coffee grown;
- Agricultural practices particular to the region;
- Climatic or phytosanitary conditions;
- Other relevant factors identified by the Sustainability department.
- 

Requests for exceptions must be formalised using a form and the Sustainability department will be responsible for assessing all requests for exceptions, based on the following criteria:

- Analysing the justification provided;
- Assessment of the environmental, social and economic impacts;
- Compatibility with other applicable standards;
- Definition of deadlines and conditions for monitoring;
- Approval or refusal based on the established guidelines.

After approval, exceptions must be communicated to all those involved in EXPOCACER's sustainability scheme, including internal and external assessors, guarantee providers, clients and partners of the co-operative. Communication must be clear and transparent, ensuring that exceptions are applied consistently by all those responsible for their implementation and monitoring.

The Sustainability department should periodically review the exceptions granted to identify possible areas for improvement in the sustainability criteria or in the assessment process. This analysis will also help identify where further guidance, training or adjustments to the procedure are needed.

Each exception will be granted for a fixed period, with the possibility of a review at the end of this period. The applicant must commit to returning to standard practices as soon as the exceptional conditions cease. EXPOCACER emphasises that the use of exceptions should be a last resort, always based on a solid justification and closely monitored to ensure that the principles of sustainability that guide all the cooperative's activities are maintained.

## 12 USE OF DATA OBTAINED IN AUDITS

With the aim of learning and seeking continuous improvement, the data obtained during the audits, by completing the Verification Checklist, are compiled to generate indicators, guaranteeing the confidentiality of the properties. This data makes it possible to evaluate the performance of groups and individual properties, identify areas for improvement, risk, and critical points, among other aspects.

The results are shared with interested parties, aiming to raise awareness of the positive impacts of the protocol. This disclosure promotes an analysis of the benefits provided to everyone involved. Furthermore, this data can be transformed into specific guidelines, focused on the identified critical points, which can result in training and serve as valuable feedback for continuous improvement of the protocol.

## 13 DATA INTEGRITY

Data is managed through digital spreadsheets, software, and physical documents. To ensure the preservation of information, there is a robust system for protecting and backing up data on internal servers and in the cloud. For physical documents, EXPOCACER implements protective measures against fires and other emergencies.

All control procedures must ensure that documentation is maintained with absolute confidentiality, adopting strict measures to prevent fraud and leaks, in compliance 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 disclosed publicly. With the producer's consent, photos of farms taken during audits may be shared on social media.

Confidential data obtained through audits is accessible only to EXPOCACER and the farm owner, being protected against distribution to third parties. This data may be made available to public authorities only upon official judicial orders. Outside of these exceptions, no other access to confidential audit data will be permitted.

EXPOCACER and all parties involved, including the sustainability department, auditors, internal consultants, and partner companies, are responsible for ensuring the

absolute confidentiality of information. In the event of a data breach, those involved will be subject to legal action.

Access to producers' data and audit records is strictly restricted. Only auditors and authorized members of EXPOCACER's sustainability department are permitted to access this information.

**To ensure confidentiality and data integrity:**

**Exclusive Access:** Only auditors and authorized members of EXPOCACER's sustainability department may access producers' data and audit results. Even the producer wishing to access this information must submit a formal written request, personally signed. Requests made by collaborators or third parties will not be accepted.

**Request Procedure:** The producer must submit a written request, signed by hand, to gain access to their information. Requests 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 SER Sustentável Protocol. After the completion of the audit process, the data will not be consulted again, except in cases of extraordinary reviews of the processes.

**13.1 Data Management System Description:**

The data management of the SER Sustentável Protocol is facilitated by the GCP platform, which offers a robust and secure infrastructure for the collection, storage, and analysis of information related to compliance with the sustainability criteria of the program. The GCP data management system is designed to support the information technologies of producers, ensuring that data is stored securely and is accessible for various purposes, such as risk management, assurance, monitoring, and evaluation.

**13.2 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 the SER Sustentável Protocol. The information includes agricultural practices, resource usage, and compliance with sustainability criteria.

### **13.3 Compilation and Storage:**

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

### **13.4 Security and Accessibility:**

All data is protected against unauthorized access through strict access controls. The platform allows for the definition of detailed access policies, ensuring that only authorized users can access or modify the data.

### **13.5 Analysis and Monitoring:**

The GCP system includes tools for creating dashboards and interactive reports, facilitating the visualization and analysis of data. Machine learning models can be applied to identify patterns and predict risks, assisting in informed decision-making.

### **13.6 Documented Procedures:**

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

The GCP data management system ensures that all necessary information for assessing compliance with sustainability criteria is managed efficiently, securely, and accessibly.

### **13.7 Quality Assurance of Collected Data:**

EXPOCACER adopts a rigorous approach to ensure the accuracy and consistency of data collected under the SER Sustentável Protocol. Data quality assurance measures include implementing cross-checks in the data entry systems, as well as specific procedures to identify and address discrepant, incomplete, or missing values.

**Data Control Protocol:** EXPOCACER uses a robust data control protocol, which defines clear guidelines for data collection, verification, and processing. This protocol includes the application of both automated and manual cross-checks in the entry systems, aiming to identify inconsistencies and ensure that all recorded data is

accurate and complete. For missing data, the system generates alerts that prompt the responsible department to review and correct as needed.

**Input Systems and Cross-Checks:** EXPOCACER's data management system incorporates automated validation technology that checks, in real time, the consistency of the entered information. These systems use algorithms that compare data against pre-established standards 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 the coherence of the information.

**Processing 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 followed to address these situations, ensuring that inconsistent data is properly adjusted before being integrated into the main database.

**Allocated Resources for Data Consistency and Integrity:** EXPOCACER allocates specific resources to ensure data integrity, including ongoing training of its technical team 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 properties and producers, carried out through technologies described in the protocol, allows for long-term data collection, providing a comprehensive view of performance trends. Based on this data, EXPOCACER can accurately monitor producers and processes, promoting proactive adjustments and alignment with sustainability criteria.

## 14 DECLARATIONS THROUGH THE SEAL

The "Ser Sustentável" Protocol has a clearly defined scope and objectives. Therefore, statements aligned with its parameters may be requested from EXPOCACER through the Sustainability Department. This department is responsible for evaluating the relevance of such requests, ensuring compliance with the principles and guidelines established by the protocol, which is subject to second-party auditing.

#### 14.1 Request for Use:

Any client interested in using the "Ser Sustentável" brand on any material, whether advertising, promotional, or informational, must submit a written request to the Sustainability Department of EXPOCACER, detailing the purpose, format, and intended application available on and website: <https://expocacer.com.br/sersustentavel/>

#### 14.2 Evaluation and Approval:

The client's use of the brand is subject to prior approval by the Marketing and Communications technical team. The department will assess the proposed use's compliance with EXPOCACER's established standards, including, but not limited to, aspects of visual integrity, context, and brand positioning.

#### 14.3 Conditions of Use:

The authorization to use the brand is limited to the terms and conditions expressly stipulated in the approval communication. Any changes to the approved use, without new formal authorization, will result in the immediate revocation of the right to use and may lead to penalties as established in the terms of the contract.

#### 14.4 Responsibility:

The client is fully responsible for the proper use of the brand and must ensure that the authorized use does not cause harm to the image and reputation of EXPOCACER.

### 15 INTERESTED PARTIES

The interested parties in the SER Sustentável Protocol are defined below:

**a. EXPOCACER cooperative producers (B2B):**

Producers are directly interested, as the protocol defines criteria and standards that must be met by them. Certification will influence your practices and operations.

**b. Customers (Exporters and Coffee Shops) (B2C):**

Customers are directly interested, as they seek products that meet the sustainability standards stipulated by the protocol. Compliance with these criteria ensures the quality and environmental responsibility of the product.

**c. Certified property collaborators:**

Employees are directly interested, as the protocol will provide improvements in working conditions and the environment in which they work.

**d. Public bodies (Ministry of Labor, IBAMA, etc.):**

Public bodies are interested, as the protocol offers a tool for monitoring and combating environmental and social problems, helping to implement effective public policies.

**e. Local Community:**

The local community is an interested party, as the protocol requires certified properties to adopt practices that will bring long-term benefits, such as improving quality of life and environmental preservation.

**f. Certified property service providers:**

Service providers are interested, as they must comply with the protocol criteria and applicable legislation. Certification can impact your operations and work practices.

## 16 TRANSPARENCY AND PARTICIPATION

EXPOCACER, through this protocol, seeks to ensure maximum transparency of information to all interested parties. Therefore, when starting the certification process with a new group or individual property, training will be conducted with those responsible. This training aims to ensure a comprehensive understanding of the specific requirements and objectives of the protocol, as well as the principles that it encompasses ( [item 2](#) ), scope ( [item 3](#) ), and strategies to achieve them ( [item 2](#) ). As well as encouraging interested parties to be active contributors to the protocol, encouraging them to make suggestions for improvements to the protocol in order to guarantee its relevance and currency.

The scope of the SER Sustentável Protocol, as well as its objectives and strategies to achieve them, are available on the EXPOCACER website.

As evidence of the training, those responsible for each property will be asked to sign a statement of commitment. This document attests to knowledge and reinforces participants' commitment to the principles established in this protocol.

## 17 MECHANISM FOR APPEALS, COMPLAINTS, SUGGESTIONS

EXPOCACER maintains a free access channel for all stakeholders, allowing them to make suggestions, complaints, resource requests, evaluations and resolve controversies related to the SER Sustentável Protocol, checklist requirements (sustainability criteria) revisions and update process.

This mechanism provides a direct connection with EXPOCACER's Sustainability department, responsible for managing these matters. The department ensures the confidentiality of information and the anonymity of whistleblowers.

This mechanism is widely publicized through websites, training and other means of communication used by EXPOCACER.

a. The available grievance mechanisms are:

- Email: [sustentabilidade@expocacer.com.br](mailto:sustentabilidade@expocacer.com.br)
- Telephone: +55 (34) 3839-9300 (speak to the sustainability department)
- <https://canal.ouvidordigital.com.br/Expocacer> (Reports)

b. Problem-solving pattern:

- When a protocol update petition or complaint is filed, the Sustainability department, through its committee, will begin the resolution process. The committee will verify the best form of resolution, following established internal procedures.
- The time required to resolve the problem may vary depending on demand, with a maximum period of 60 days for completion.
- The resolution will be communicated to the applicant (if applicable) as soon as the best solution is found.

## 18 ACCESS TO INFORMATION

EXPOCACER encourages access to independent information on relevant matters. Stakeholders can access up-to-date information on best practices, services, inputs, market, climate, and more through its website, where links to official sites in Brazil are made available.



To stay informed, visit the following link in the 'ACCESS TO INFORMATION' section:  
<https://expocacer.com.br/sersustentavel/>

## **19 INTERNAL MONITORING AND PERFORMANCE EVALUATION OF THE SER SUSTENTÁVEL PROTOCOL OF EXPOCACER**

The sustainability department of EXPOCACER has established a robust monitoring and evaluation system for the SER Sustentável protocol. This system is crucial for ensuring that the program operates effectively and efficiently, promoting the continuous improvement of certified properties and internal processes.

Structure and Functioning of the System.

### **19.1 Ongoing Monitoring:**

The department conducts regular assessments of the performance of certified properties, using historical and current data. This process ensures that the properties meet the protocol's requirements and demonstrate progress over time, focusing on the analysis of performance indicators and the review of operational processes.

### **19.2 Evaluation of Consultants and Internal Audits:**

EXPOCACER frequently evaluates the staff providing consulting services and conducting internal audits. This assessment ensures the effectiveness of consulting services and the efficiency of the audits. The consultants are trained and evaluated on their ability to provide support to producers and comply with the protocol's requirements.

### **19.3 Evaluation of External Audits:**

External audits are conducted by contracted companies that undergo a rigorous evaluation process. EXPOCACER oversees aspects such as professionalism, impartiality, and interaction with producers, ensuring that external audits meet the established standards and contribute to the success of the program.

### **19.4 Reports and Critical Analysis:**

We maintain detailed records documenting performance and evaluations of the SER Sustainable protocol. These reports are reviewed annually to allow for a critical analysis of the results, identifying the strengths and weaknesses of the program. This analysis guides the establishment of short-, medium-, and long-term goals and objectives for continuous improvement. ESG report is publicly available at:

<https://expocacer.com.br/esgreport2023/>

### **19.5 Documented Policies and Procedures:**

The system is supported by policies and procedures that ensure the systematic collection, analysis, and use of information. Practices include cross-checking data, identifying and resolving discrepancies and missing data, and applying recognized guidelines to ensure data quality.

This system is designed to identify the most efficient and effective use of resources, promoting accountability to stakeholders and facilitating internal learning. The practices ensure a consistent approach to the collection, analysis, and use of information, aligning indicators with the standards of the SER Sustentável Protocol.

## **20 TRANSPARENCY AND DEFINITION OF PROTOCOL CRITERIA**

SER Sustentável is a sustainability program based on the criteria outlined by the Global Coffee Platform and best agricultural practices. The development and management of this program are carried out by the sustainability team at EXPOCACER, in collaboration with specialized consultants, ensuring that the guidelines meet the expectations of all stakeholders.

## 20.1 Development of Initial Criteria

The initial sustainability criteria were developed by the sustainability department in partnership with Agrocert Ltda, taking into account all the requirements of the Global Coffee Platform (GCP), consultations with stakeholders, and the current legislation in Brazil.

## 20.2 Review of Criteria

EXPOCACER reviews its sustainability criteria at least every 5 years, and extraordinary reviews may be conducted if necessary. This process is structured to ensure that the criteria remain updated and in compliance with best practices and current regulations.

## 20.3 Approval Process for Changes

The sustainability team at EXPOCACER gathers and compiles all suggestions and proposals for changes to the sustainability criteria. These proposals are analyzed and presented for discussion and deliberation, ensuring a transparent and collaborative decision-making process. After this stage, the proposals are submitted to the Executive Board for final approval.

## 20.4 Process for Immediate or Critical Changes

Critical changes to the sustainability criteria may be implemented in exceptional situations, such as urgent regulatory changes. The process for these changes includes:

**Identification:** The sustainability team identifies the need for change, usually arising from urgent requests made by any stakeholder.

**Rapid Assessment:** An immediate analysis is conducted by the sustainability department to understand the urgency and nature of the change.

**Rapid Review and Approval:** Critical changes are submitted to the Executive Board in extraordinary meetings, with the decision typically made within 30 business days.

**Communication:** Stakeholders are informed about the changes through emails and updates on the EXPOCACER website.

## 20.5 Transparency and Access to Information

Information about the development and review of sustainability criteria is publicly available on the official EXPOCACER website, allowing stakeholders to track updates

and provide feedback. The most current version of all applicable documents related to the protocol is also available for download on the site.

## 20.6 Feedback and Suggestions

Stakeholders are encouraged to actively participate in the suggestion and review process. They can submit their opinions and recommendations through the dedicated portal of EXPOCACER at: <https://canal.ouvidordigital.com.br/expocacer/form?lang=pt> or via email at: [sustentabilidade@expocacer.com.br](mailto:sustentabilidade@expocacer.com.br). This approach ensures that all voices are heard and considered in the continuous evolution of the sustainability program. All suggestions are evaluated by the Sustainability department at EXPOCACER, which will participate in the validation process alongside the Executive Board, as previously described.

## 21 SUSTAINABILITY CRITERIA

### Criterion Type Legend:

- Critical Criterion – CC
- Mandatory Compliance for the year of application – CO

1 - ECONOMIC DIMENSION				
1.1 - MANAGEMENT				
Item	Criterion Type	Year of Application	Criterion	Guidance on the Criteria
1.1.1	CO	2	Training in property management within the SER Sustentável Protocol.	Upon joining the Ser Sustentável Protocol, the producer and a designated team must undergo training provided by EXPOCACER on: a) The Ser Sustentável protocol. b) Good Management Practices and corporate governance. (CSRC 1.1.1)
1.1.2	CO	1	Producers must be aware of how the Ser Sustentável Protocol works and agree to follow all the procedures set out therein.	Producers must submit a declaration of adherence to the SER Sustentável Protocol to EXPOCACER. (CSRC 1.1.1)
1.1.3	CO	2	Property management system properly implemented.	A properly documented management system, including reporting policies, hierarchies, responsibilities, workflows, and work methodologies, must be presented.
1.1.4	CO	1	Survey of applicable legislation.	Management must demonstrate awareness of all applicable legislation by presenting a document that lists and tracks compliance with these laws. Examples of applicable laws include labor laws, occupational safety regulations (Regulatory Standards - NR), environmental laws, tax legislation, and commercial legislation.

				<p>Evidence of compliance can be documented in a spreadsheet with the following fields:</p> <ul style="list-style-type: none"> <li>a) Description of the applicable law.</li> <li>b) Current compliance status (yes or no).</li> <li>c) Description of evidence of compliance.</li> <li>d) Compliance plan (if not compliant).</li> <li>e) Person responsible for implementing the action.</li> <li>f) Date for implementing the action.</li> <li>g) Date of last verification.</li> </ul> <p>This requirement will be assessed before internal and external audits to ensure its relevance and up-to-date status. It will be reviewed in both audits to confirm its applicability. To ensure compliance, it is essential to record the date of the last verification and identify the person responsible for it. (CSRC 3.1.1)</p>
1.1.5	CO	2	Monitoring applicable legislation.	<p>Management must demonstrate that it interacts with all applicable legislation, documenting the monitoring of compliance with these laws, this document must contain at least the following topics:</p> <ul style="list-style-type: none"> <li>a. Law in question;</li> <li>b. Verification of compliance</li> <li>c. Points of attention (e.g. expiration date, etc.).</li> </ul> <p>Note: This document is a continuation of the document presented in year 01 (item 1.1.4), there is no need to create another document.</p> <p>This requirement will be assessed before internal and external audits to ensure its relevance and up-to-date status. It will be reviewed in both audits to confirm its applicability. To ensure compliance, it is essential to record the date of the last verification and identify the person responsible for it. (CSRC 3.1.1)</p>
1.1.6	CO	3	Critical analysis and monitoring of applicable legislation.	<p>This year, management must demonstrate that a critical analysis of compliance with applicable legislation has been conducted, showing that throughout the 3-year cycle, all applicable legislation has been duly monitored and complied with, and that improvements have been made over the years.</p> <p>Note: This document is a continuation of the one presented in years 01 and 02 (item 1.1.4 and item 1.1.5); there is no need to create a new document. (CSRC 3.1.1)</p>

1.1.7	CO	1	The property must be properly mapped.	In the first year, management must at a minimum present a sketch showing the farm's main structures and critical points, including: a) Productive coffee plots. b) Environmental areas. c) Processing structures. d) Water collection points. (CSRC 1.4.4 and 8.2.1)
1.1.8	CO	2	The property must be properly mapped.	This year, the property must show improvement over what was presented in year 01 and must provide an official map that accurately represents the property. This map should include at least the following:  a) Productive coffee plots. b) Environmental areas (reserves, APPs, springs, compensated reserves, etc.). c) Processing structures (benefit stations, drying patios, etc.). d) Water collection points. e) Defensive agent storage. f) Pasture areas. g) Housing provided (houses and lodgings). h) Date of update. (CSRC 1.4.4 and 8.2.1)
1.1.9	CO	3	The property must be properly mapped, and the map must accurately reflect the current state of the property.	The property map must accurately reflect the current reality of the property, so the producer must verify and certify that the map is up to date. While annual updates are not required, the map must be updated if there are significant changes to the areas or facilities. If the map does not need updating, the manager must at least certify its conformity in writing. (CSRC 1.4.4 and 8.2.1)
1.1.10	CO	1	The management demonstrates that it has the legal right to use the land.	Management must present official land use documents, such as: a) License plates. b) Rural Environmental Registry (CAR). c) Lease agreements (within the established validity period).  Note: This documentation must cover all areas within the scope, including compensated reserve areas.  The producer must demonstrate control over this documentation by tracking the expiration dates of these documents. (CSRC 3.2.1)
1.1.11	CO	1	Authorization from the relevant authorities to conduct activities.	The management of the property must possess official documents issued by the competent authorities that authorize agricultural activities on the property, ensuring they are within the validity period. Examples of such documents include environmental licenses and grants.

				<p>For expired documents, it is essential to present at least protocols from public agencies confirming that the renewal process is underway (e.g., an environmental license in the process of being renewed).</p> <p>The producer must demonstrate control over this documentation by maintaining an up-to-date record of expiration dates. These documents may include conditions for release, which the producer must comply with and provide evidence of compliance. (CSRC 3.2.1)</p>
1.1.12	CO	1	Management is able to demonstrate its financial health.	<p>Management must demonstrate financial control of the property by providing general annual cost controls that include:</p> <ul style="list-style-type: none"> <li>a) Total expenses for the last year (e.g., agrochemicals, fertilizers, labor, fuel).</li> <li>b) Total revenue from coffee sales (e.g., sales figures).</li> <li>c) Calculation records showing the final balance (inflows - outflows).</li> </ul> <p>If the result is negative, an action plan must be presented, outlining measures to mitigate the loss and prevent future occurrences. (CSRC 1.2.1; 1.2.2)</p>
1.1.13	CO	2	Management is able to demonstrate its financial health.	<p>Management must demonstrate control over its financial area by conducting a cost analysis by productive area. This control should show the production costs per area, as well as the output of each area, in addition to all items required in 1.1.12.</p> <p>If an area is operating at a loss, a long-term action plan must be presented to address and/or mitigate the situation. (CSRC 1.2.1; 1.2.2)</p>
1.1.14	CO	3	Management is able to demonstrate its financial health by showing control over costs beyond coffee, including off-farm activities.	<p>In the third year, the producer must demonstrate control over their finances, including personal finances, as these can impact the financial health of the property if not well managed. As evidence, the producer must present:</p> <ul style="list-style-type: none"> <li>a) All items required in sections 1.1.12 and 1.1.13.</li> <li>b) Evidence of personal financial control, which can be provided through spreadsheets, notes, or other means, as long as they are verifiable and up-to-date.</li> <li>c) Before the audit, to be presented to the auditor in the third year and in subsequent years, the producer must conduct a critical analysis of their financial situation, both for the property and personally. This analysis must include at least: Inputs, Outputs, Strengths and Weaknesses (mistakes and</li> </ul>

				successes), Goals and Objectives (with target dates), an Action Plan (how to achieve the objectives), and a Conclusion. (CSRC 1.2.1; 1.2.2)
1.1.15	CO	1	The farm effectively manages its employees.	A list of all employees who perform functions within the scope of the coffee operation must be presented. This list should include at least the following fields: a) Name b) Date of Birth c) Gender d) Date Hired e) Position f) Salary g) Housing (Yes/No) h) Children (Yes/No). If Yes, names of children. (CSRC 1.4.4)
1.1.16	CC	1	School-age children have the right to study.	The producer must ensure that school-age children, as defined by current Brazilian legislation, have access to education. As evidence of compliance, the following can be presented:  Official school attendance declarations issued by schools, school records, etc. If there is no public transportation to take the child to school, the producer must provide this transportation.  Note: Examples of applicable laws in Brazil: a. Statute of the Child and Adolescent (ECA). b. Law No. 11,700, of 2008 (CSRC 4.1.1)"
1.1.17	CC	1	The property must demonstrate continuous improvement in its processes.	Producers must implement one or more action plans aimed at continuous improvement of their processes, setting short, medium, and long-term goals and objectives. The plan should consider the results from the first year's audit and establish goals for the following years.  The evidence to be presented must include a continuous improvement plan that contains:  i. A critical analysis of the results obtained from the first year's audit. ii. Goals for the upcoming years. iii. An action plan to achieve these goals, including deadlines. iv. A description of how the objectives and goals will be achieved.  The plan must be implemented immediately after the first audit and should include the date of creation, as well as the names of the individuals responsible for the analysis,



				drafting, and approval of the document. (CSRC 1.5.1)
1.1.18	CC	2	The property must demonstrate continuous improvement in its processes.	<p>Producers must implement one or more action plans focused on the continuous improvement of their processes, setting short, medium, and long-term goals and objectives. The plan should consider the results obtained in the first year and set goals for the following years.</p> <p>The evidence to be presented must include a continuous improvement plan that contains:</p> <ul style="list-style-type: none"> <li>i. A critical analysis of the results obtained in the first and second years.</li> <li>ii. The identification of strengths and weaknesses that influenced these results.</li> <li>iii. Areas for improvement and actions needed to achieve better results.</li> <li>iv. Goals for the following years.</li> <li>v. An action plan to achieve these goals and objectives, including deadlines and strategies for achieving them.</li> </ul> <p>This plan must be updated annually, including the date of the review and the names of the individuals responsible for the analysis, drafting, and approval. (CSRC 1.5.1)</p>
1.1.19	CO	1	The producer performs a self-assessment of the criteria outlined in the SER Sustentável protocol.	<p>Management must organize an internal audit at EXPOCACER at least once a year. This audit must cover all critical areas of the farm, including crops, reserves, processing, and all applicable documentation required by the protocol for that year.</p> <p>A report on this audit must be made available. If any non-conformities are found, they must be addressed before the external audit. The effectiveness of the corrective actions will be assessed by the external auditor, as required by item 1.1.20. (CSRC 1.4.1)</p>
1.1.20	CO	2	There is evidence that non-conformities from previous audits have been and are being addressed according to the plan approved by the auditor.	Action plans for non-conformities from previous years must be followed up, and it must be demonstrated that these actions are both sufficient and effective.
1.1.21	CO	2	The producer demonstrates knowledge of agricultural practices, including post-harvest, crop management, and quality and classification of the final product.	<p>The owner and the responsible team must demonstrate their knowledge of good agricultural practices and their implementation in practice. This can be achieved through:</p> <ul style="list-style-type: none"> <li>a. Supervision and guidance from a technical manager (Agronomist).</li> <li>b. Training and support from specialized companies and/or Expocacer.</li> </ul>

				<p>c. Training in Normative No. of June 8, 2003, regarding coffee quality (Moisture, Defects, Classification, etc.).</p> <p>d. Training on Good Agricultural Practices (GAP).</p> <p>e. Training on good post-harvest and handling practices to maintain coffee quality.</p> <p>Evidence such as training certificates, agronomic reports, and valid documents on the technical capacity of the responsible person must be presented. (CSRC 1.1.2; 1.1.3; 1.1.5)</p>
1.1.22	CO	2	Access to information from independent sources based on your needs.	<p>To ensure their economic sustainability, the producer have access to independent sources on market, opportunities for purchasing inputs, and weather conditions. This information will help them in their financial decisions. (CSRC 2.1.1)"</p>
1.1.23	CO	2	Producers have access to extension services, inputs, and financing.	<p>Expocacer, through its sustainability and commercial departments, offers assistance to producers in finding ways to access extension services, inputs, and financing. Expocacer does not interfere in the producer's final decision, but rather assists in these areas. Producers can also obtain access to this information through other independent sources.</p> <p>To meet this requirement, the producer can demonstrate awareness of the subject through a declaration or other means. (CSRC 2.2.1)</p>
1.1.24	CO	2	The producer is informed about local prices and pricing mechanisms based on coffee quality. This information comes from independent sources.	<p>Expocacer provides, free of charge, daily updates on coffee prices based on product quality, using information from official and independent sources. To meet this requirement, producers can demonstrate awareness and access to these information mechanisms, but they can also use other independent sources. This can be done, for example, by showing that they are aware of their right to access:</p> <ul style="list-style-type: none"> <li>a. Websites.</li> <li>b. Links. (<a href="http://expocacer.ddns.net:8585/">http://expocacer.ddns.net:8585/</a>)</li> <li>c. Broadcast lists.</li> <li>d. Information panels.</li> <li>e. Business agents, among other mechanisms provided by Expocacer or other sources.</li> </ul> <p>For more information, contact Expocacer's sustainability department at <a href="mailto:sustentabilidade@expocacer.com.br">sustentabilidade@expocacer.com.br</a>. (CSRC 2.4.1)</p>

1.1.25	CO	1	Producers receive prices that reflect the quality of their coffee.	<p>To meet this criterion, the producer, together with the coffee buyer, must establish a mechanism that demonstrates that the price paid is fair to the producer.</p> <p>Evidence of compliance may include:</p> <p>a. Commercial agreements between the producer and the buyer, specifying the quantity negotiated, the price paid per unit of coffee, the exchange rate on the day, and the current market price for the quality of coffee being negotiated.</p> <p>b. Coffee sales invoices. (CSRC 2.4.2)</p>
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## 1.2 – PERSONAL DEVELOPMENT

Item	Criterion Type	Year of Application	Criterion	Guidance on the Criteria
1.2.1	CO	1	Survey of critical items and training needs to be provided to employees.	<p>Management must conduct a survey of all training and qualification needs required for employees to perform their activities correctly and safely. This survey should cover at least the following areas:</p> <p>a. Training in machinery operation (e.g., tractors, chainsaws, processing equipment).</p> <p>b. Training in the handling and application of agrochemicals.</p> <p>c. Correct use of personal protective equipment (PPE).</p> <p>d. First aid.</p> <p>e. SER Sustentável Protocol (annual).</p> <p>f. Good agricultural practices, coffee harvesting, and processing.</p> <p>g. Traceability.</p> <p>h. Grace and re-entry periods (importance and control methods).</p> <p>i. Child labor (ILO Conventions 138 and 182).</p> <p>j. Forced labor (ILO Conventions 29 and 105).</p> <p>k. No deforestation.</p> <p>The frequency of these courses must comply with the minimum periodicity according to current applicable legislation, not exceeding 3 years. Training for specific requirements, such as pressure vessels, working at heights, and confined spaces, must also adhere to current legislation. (CSRC 1.4.2)</p>
1.2.2	CO	1	There is a worker training plan that covers a three-year cycle.	<p>This training plan must address all training needs identified under item 1.2.1 for the 3-year cycle. (CSRC 1.4.2)</p>

1.2.3	CO	1	Workers are properly trained to carry out their duties and tasks.	The management of the property must demonstrate through records (attendance lists, certificates, etc.) that its employees are properly trained. These records must include at least the following information: a. Name of employee b. Date of training c. Training location d. Instructor responsible and their qualifications e. Workload f. Program content (CSRC 1.4.2)
1.2.4	CO	2	Evaluating the effectiveness of training and capacity-building efforts.	Management must demonstrate that its employees are capable of carrying out their duties and tasks. To achieve this, the effectiveness of the training and courses provided to employees must be evaluated. This evaluation must be conducted at least one month after the training to effectively assess whether the training has had the desired impact. (CSRC 1.4.2; 6.6.2)
1.2.5	CO	3	Critical analysis of the results obtained from the training conducted over the three-year cycle.	Management must be aware of the results obtained through employee training. This critical analysis should be based on training certificates, records, and evaluations of the effectiveness of the training. The level of compliance with the training plan established in the first year should also be assessed, and this critical analysis should be properly documented. (CSRC 1.4.2; 6.6.2)
1.2.6	CO	2	The property should conduct an analysis of inclusion, gender equality, and other marginalized groups (such as young people, women, and others).	The aim of this requirement is to highlight points for improvement in the farm's processes and opportunities in terms of resource allocation, awareness, equality, and inclusion of minorities.  To fulfill this requirement, the following can be presented:  a. Internal and external research (where applicable) on ways to improve the inclusion of people from management and other minorities in training and activities, participation rates, resources required, necessary training and capacity building, and decision-making.  b. Reports with the results and critical analysis of these efforts should be presented, including at least the following: indicators, results obtained, targets, and conclusions. (CSRC 1.3.1)
1.2.7	CO	2	The property supports diversity, equality, and the inclusion of all	Management must demonstrate that everyone on the farm has equal opportunities without discrimination based on gender, ethnicity, religion, or any other factor. This can be

			individuals without any form of discrimination.	<p>demonstrated through:</p> <p>a. Participation in training (attendance lists showing the percentage of men and women participating).</p> <p>b. Training, campaigns, dissemination of policies, etc.</p> <p>c. Demonstrating that all employees have access to relevant training without discrimination.</p> <p>d. Implemented and publicized policies stating that everyone has equal opportunities without any form of discrimination.</p> <p>e. Policies ensuring that everyone has the opportunity to advance, provided they meet the personal qualification requirements (technical knowledge), without discrimination. (CSRC 1.3.2)</p>
1.2.8	CO	1	(Requirement applicable only to the group manager) The group manager must maintain up-to-date control over the information regarding the farms participating in the group.	<p>The group manager must maintain a minimum control over the information related to the farms. This control must be kept continuously updated and readily accessible. The control must include at least:</p> <p>a. Name of the farm</p> <p>b. Owner's name</p> <p>c. Owner's gender</p> <p>d. Property address (route, municipality, etc.)</p> <p>e. Coffee area</p> <p>f. Estimated production for the next harvest (bags or kg)</p> <p>g. Production history since the year of certification</p> <p>h. Polygon of the certified property (according to the Rural Environmental Registry - CAR), including compensated reserve areas</p> <p>i. Geographical location of the central property.</p> <p>j. Geographical Location by GPS. (CSRC 1.4.4)</p>

### 1.3 – TRACEABILITY AND NEGOTIATIONS

Item	Criterion Type	Year of Application	Criterion	Guidance on the Criteria
1.3.1	CO	1	Control of production for the current harvest.	A control system must be in place to track the amount of coffee produced during the audited harvest. (CSRC 3.4.1)
1.3.2	CO	1	Producers issue invoices for the shipment and sale of their coffee.	Invoices for the sale of the coffee produced must be provided and must align with the production control as outlined in item 1.3.1. (CSRC 3.4.1)

1.3.3	CO	1	The producer has mapped out the flow of their coffee harvesting and processing activities.	A detailed flowchart must be provided, covering the processes of coffee harvesting, processing, and storage. (CSRC 3.4.1)
1.3.4	CO	2	There is an established procedure that defines the processes to be followed for traceability.	A detailed traceability procedure must be provided, outlining how traceability is conducted on the property. This should also describe the forms that need to be completed. (CSRC 3.4.1)
1.3.5	CO	1	The producer follows transparent and fair business practices, where bribery, extortion, fraud, or immoral dealings are unacceptable.	The producer must demonstrate transparency policies in its dealings, clearly stating that providing undue advantages, fraud, corruption, extortion, immorality, and agreements or negotiations that fall outside the limits of applicable legislation are not tolerated. This policy must be available in all transactions. Evidence can include sending the policy via email or through other means. (CSRC 3.3.1)
1.3.6	CO	2	The company must ensure that the results obtained from the measuring instruments used to define the quality of its products are reliable.	Measuring instruments that attest to the quality of the coffee and its compliance with applicable legislation must be calibrated to ensure the effectiveness of the measurements. Moisture meters can be calibrated either by comparison with EXPOCACER or by a specialized company, provided the measurements can be traced back to INMETRO. Scales must be checked by a specialized company, and their measurements must also be traceable to INMETRO. (CSRC 3.4.1)
1.3.7	CO	2	The estate is able to demonstrate, through physical, electronic, spreadsheet, or other records, the route taken by the coffee from its production to storage or final sale.	In the second year, traceability must be conducted in a complete manner, with records demonstrating at least: a. Harvest batch number b. Harvest date c. Harvested plot d. Date of pulping or washing e. Start and end dates of drying f. Processing date g. Date of transportation to the warehouse h. Invoice issue (batch number must appear on the invoice) i. Storage lot number in the warehouse  (CSRC 3.4.1)
1.3.8	CO	2	The farm must estimate the harvest for the upcoming year.	In the second year, it is required to estimate the harvest for the following year to help the farm better plan and envision the next year's activities. Proven-effective methodologies should be used for this purpose, and the procedures should be documented and presented during the audit. (CSRC 1.4.4)

1.3.9	CO	2	The producer must demonstrate that the grace periods and re-entry intervals specified in the agrochemical labels applied to the coffee have been respected.	The producer must respect the re-entry and grace periods for harvesting products applied to the coffee. To demonstrate compliance with this requirement, the producer must maintain traceable controls to certify that these periods have been observed.
1.3.10	CO	2	Certified coffee must be stored at EXPOCACER or in other warehouses that meet the same standards of conduct and traceability.	For producers to store their coffee in a warehouse other than EXPOCACER's, they must apply to the sustainability department for a declaration confirming that the warehouse is suitable for such storage. Alternatively, the warehouse must be on the list of warehouses authorized by EXPOCACER.

1.4 – AGRICULTURAL OPERATIONS				
Item	Criterion Type	Year of Application	Criterion	Guidance on the Criteria
1.4.1	CC	1	The pesticides on the GCP Prohibited List are not used in coffee production.	This is a critical criterion of the protocol. The use of agrochemicals listed on the GCP Prohibited List will not be tolerated. To meet this criterion, the property must: <ul style="list-style-type: none"> <li>a. Maintain detailed records of all product applications.</li> <li>b. Provide proof of purchase (invoices).</li> <li>c. Provide evidence of the return of empty containers. Additionally, compliance with this criterion will be assessed in the field through interviews with those involved in the operation.</li> </ul> (CSRC 9.3.1)
1.4.2	CC	1	The pesticides on the GCP Phase out List should be avoided in coffee production.	The products listed on the GCP Phase-out List must be avoided, and mechanisms for substituting these molecules should be established. To meet this criterion, it is necessary to demonstrate a reduction in the use of these products over the years, aiming for their complete elimination by the year 2030.           (CSRC 9.3.2)
1.4.3	CO	1	The farm implements a theoretical pest management plan (Theoretical IPM) aimed at reducing the use of agrochemicals.	To meet this criterion, a theoretical Integrated Pest Management (IPM) plan must be implemented, defining methodologies for determining infestation levels and setting tolerated limits for each pest or disease. Employees responsible for managing IPM must receive training, which does not exclude the requirement for the individual in charge of monitoring to provide proof of participation in an IPM course.           (CSRC 9.1.1)
1.4.4	CO	2	The farm implements practical pest and disease monitoring.	To meet this criterion, pest and disease monitoring must be implemented in practice, using the techniques outlined in the theoretical IPM. Records must include at

				<p>least:</p> <ol style="list-style-type: none"> <li>Date of monitoring</li> <li>Location of monitoring</li> <li>Pest(s) monitored</li> <li>Level of infestation</li> <li>Person responsible for monitoring</li> <li>Justification for the decision to intervene</li> </ol> <p>Monitoring of natural enemies can be included as additional points. (CSRC 9.1.1)</p>
1.4.5	CO	2	The farm employs a professional trained to monitor pests and diseases.	<p>Pest and disease monitoring must be conducted by a trained professional. The employee must present a training certificate attesting to their proficiency. This certificate should be issued by a recognized organization or professional, such as SENAR or a certified agronomist, demonstrating credibility and expertise in the field. Additionally, the employee must undergo training in the internally established theoretical IPM to be familiar with the control levels set on the property. (CSRC 9.1.3)</p>
1.4.6	CO	1	A plan to reduce impacts on surface water quality should be implemented.	<p>The estate must develop a plan to minimize impacts on surface and groundwater and reduce agricultural and coffee processing by-products wherever possible. Measures must be implemented to prevent water pollution from agrochemicals and fertilizers, including: buffer zones, conservation of natural areas around springs, adherence to application and storage distances required by law, reuse and recycling where possible, and safe waste disposal. Wastewater must not be discharged into watercourses. (CSRC 11.1.1)</p>
1.4.7	CO	1	The property must maintain records of all agrochemical applications.	<p>The property must maintain agrochemical application records on file and readily available. These records must include at least the following information:</p> <ol style="list-style-type: none"> <li>Date of application (start and end)</li> <li>Crop</li> <li>Place of application</li> <li>Area in hectares</li> <li>Person responsible for the application</li> <li>Name of product used</li> <li>Active ingredient</li> <li>Quantity applied</li> <li>Target pest</li> <li>Re-entry date and grace period</li> <li>Method of application</li> <li>Equipment used</li> <li>Application settings</li> </ol> <p>(CSRC 9.1.2)</p>
1.4.8	CO	1	Products not registered for coffee cultivation should not be used.	<p>The application records will be used to evaluate all the products used. Only products approved for coffee cultivation by the MAPA</p>



				may be used. (CSRC 9.1.2)
1.4.9	CO	2	Products are used according to the doses and parameters specified in the package leaflet.	Each product has specific information on its package leaflet, including the permitted and effective dosages. It is essential to use these products in accordance with the dosages stipulated by the manufacturer on the package leaflet to ensure proper and effective application, as well as to comply with the guidelines and recommendations for safe and efficient use. (CSRC 9.1.2)
1.4.10	CO	2	The use of agrochemical recommendations by the person in charge is based on the pest and disease infestation rates surveyed in the IPM. Preventive pest and disease management should be minimized.	The person responsible for agronomic recommendations must consider infestation rates when prescribing treatments. Preventive treatments for pests and diseases should be avoided. If such treatments are carried out, there must be agronomic justification for their necessity. (CSRC 9.1.1)
1.4.11	CO	2	Agrochemicals and fertilizers are stored properly.	The storage of agrochemicals and fertilizers must comply with applicable legislation (see NR 31). The following minimum requirements must be met:  <ul style="list-style-type: none"> <li>a. Walls and roofs must be resistant.</li> <li>b. Access must be restricted to trained personnel.</li> <li>c. Ventilation must allow access to the outside and prevent entry of animals.</li> <li>d. The floor must be suitable for decontamination.</li> <li>e. Measures must be in place to contain leaks.</li> <li>f. Warning signs must be displayed.</li> <li>g. The storage facility must be located at least 15 meters away from areas where people live or where food, medicines, etc., are consumed.</li> <li>h. Storage must be at least 30 meters away from watercourses.</li> <li>i. Products must be placed on racks to avoid contact with the floor.</li> <li>j. Products must be stored away from walls and ceilings.</li> <li>k. Products must be stored in stable stacks, adhering to the maximum stacking limits specified on the packaging.</li> </ul> (CSRC 9.2.3)
1.4.12	CO	1	The farm must maintain an up-to-date agronomic plan for the harvest.	An agronomic plan must be implemented and kept up to date, containing at least: <ul style="list-style-type: none"> <li>a. A fertilization plan for the harvest.</li> <li>b. A management plan for the crops, including activities such as trimming, pruning, and planting.</li> <li>c. Productivity forecasts for the areas and a history of previous years.</li> </ul>

				<p>d. A description of the work methodologies, adopting good agricultural practices such as soil management, weed control, reducing the use of fertilizers and agrochemicals, and increasing the use of organic fertilizers.</p> <p>e. An analysis of the results obtained, as well as setting goals and objectives for the coming years. (CSRC 8.2.3)</p>
1.4.13	CO	1	Employees who apply pesticides are properly trained in handling, storing, and disposing of them.	<p>All employees who work with or have contact with agrochemicals must be trained at least once every 3 years. Evidence of this must be provided by a certification certificate issued by an organization or professional qualified to provide such training. (CSRC 9.2.2)</p>
1.4.14	CO	1	The property management provides personal protective equipment (PPE) for its applicators.	<p>Proof must be provided of the delivery of work-specific PPE, as defined in the Rural Work Risk Management Plan (PGRTR). (CSRC 9.2.4)</p>
1.4.15	CO	2	The property management provides personal protective equipment (PPE) for its applicators and monitors its correct use.	<p>Proof must be provided that the PPE is specific to the job. Additionally, there must be evidence of monitoring and inspection to ensure the correct use of PPE by employees, in order to guarantee their safety and protection. (CSRC 9.2.4)</p>
1.4.16	CO	2	Soil and leaf analyses should be conducted to determine the nutritional needs of the plants.	<p>The results of the analyses carried out must be presented, and these analyses must be conducted at least once a year to assess the plants' actual nutritional needs. Evidence must include the analysis reports, which should detail the name of the laboratory and the results obtained. (CSRC 10.2.1)</p>
1.4.17	CO	1	The estate implements a nutritional plan for its coffee crops.	<p>In the first year, the farm must present a basic nutritional plan to demonstrate that fertilizer applications are based on physical and chemical evidence from the plants. (CSRC 10.2.2)</p>
1.4.18	CO	2	The farm must implement a nutritional plan for the coffee, prepared by a qualified professional.	<p>From the second year onwards, the nutritional plan for the coffee should be developed by a qualified professional, taking into account the soil and leaf analyses conducted. This plan should include measures for reducing the use of chemical fertilizers, incorporating organic fertilizers and coffee by-products, and addressing soil acidity, among other actions. In the second year, the professional should also establish nutritional objectives and targets, as well as goals for reducing chemical fertilizer usage (if feasible). In subsequent years, they should evaluate the results obtained and set new targets accordingly. (CSRC 10.2.2)</p>

1.4.19	CO	3	The property should apply fertilizers only based on the recommendations of a qualified professional, and these applications should be recorded.	<p>Fertilizers should only be applied based on an agronomic prescription from a trained professional. This prescription must be provided formally and in writing; verbal or informal recommendations will not be accepted. Fertilizer applications must be recorded, and the records must include at least the following information:</p> <ol style="list-style-type: none"> <li>Date</li> <li>Field</li> <li>Dose per hectare</li> <li>Product name</li> <li>Chemical formulation</li> <li>Operator's name</li> <li>Machine used (tractor and implement)</li> <li>Type of fertilization (broadcast, fertilizer, etc.)</li> </ol> <p>These records must be maintained for at least 3 years. (CSRC 10.2.3)</p>
1.4.20	CO	3	Biological management, cover crops, and organic compost are prioritized on the property.	<p>To meet this criterion, the farm must demonstrate a commitment to reducing the use of chemical products by prioritizing biological and organic alternatives. It is essential to show effective implementation of these products and present short-, medium-, and long-term goals for increasing their use in future plans. Additionally, the farm must adopt good agricultural practices, including the implementation of cover crops, as an integral part of its management practices. These initiatives aim to promote sustainability, reduce environmental impact, and continuously improve agricultural practices.</p>
1.4.21	CO	1	A pesticide management and reduction plan has been implemented on the property.	<p>In the first year, a defensive reduction plan must be established and should include at least the following items:</p> <ol style="list-style-type: none"> <li>Products used on coffee.</li> <li>Targets for reducing these products.</li> <li>Procedures for handling and storing agrochemicals.</li> <li>Procedures for washing (triple washing) and storing empty containers.</li> <li>Procedures for the correct disposal of empty packaging.</li> </ol> <p>(CSRC 9.2.1)</p>
1.4.22	CO	2	A pesticide reduction plan has been implemented and is being monitored on the property.	<p>In the second year, a compilation of all agrochemicals, chemical fertilizers, organic fertilizers, and biodefensives used should be completed. This compilation will enable the setting of reduction targets for the upcoming years. (CSRC 9.2.1)</p>
1.4.23	CO	3	A pesticide reduction plan has been implemented, monitored, and evaluated on the farm.	<p>In the third year, the pesticide reduction plan should include a comparison of the volumes of products used in previous years, allowing this information to be analyzed to identify</p>

				<p>upward or downward trends. It is crucial to carry out a critical technical analysis, exploring ways to reduce these values and setting short-, medium-, and long-term targets for reducing the use of pesticides. Additionally, it is essential to consider incorporating biological pesticides as part of the plan. This process aims not only to optimize agronomic efficiency but also to promote sustainability and the transition to more environmentally friendly practices over time. (CSRC 9.2.1)</p>
1.4.24	CO	2	The use of herbicides is minimized.	<p>The property must demonstrate its concern about the use of herbicides, prioritizing non-chemical methods. A plan for reducing the use of agrochemicals must be presented, with short-, medium-, and long-term goals.</p>
1.4.25	CO	1	There should be no genetically modified organisms (GMOs) or transgenic materials used in coffee production.	<p>Producers must provide supporting documentation for new plantings, attesting to their origin and variety. This can be evidenced by:</p> <ol style="list-style-type: none"> <li>Seedling certificate.</li> <li>Invoice.</li> <li>Other documents that prove the origin of the seedling in accordance with current legislation.</li> </ol> <p>(CSRC 8.2.4)</p>
1.4.26	CO	1	Agrochemical packaging is returned in compliance with applicable legislation.	<p>Producers must dispose of empty agrochemical packaging correctly, in accordance with the requirements of current legislation. The following requirements must be met in order to comply with the criterion:</p> <ol style="list-style-type: none"> <li>An operating procedure must be kept available in the pesticide room, describing how the triple washing and destruction of the products should be carried out, as well as how the packaging should be stored until the day it is disposed of.</li> <li>A receipt for the delivery of empty containers must be requested from the collecting organization.</li> </ol> <p>These receipts must be kept for a minimum of 3 years. (CSRC 9.2.3)</p>

## 2 - SOCIAL DIMENSION

### 2.1 – RECRUITMENT & LABOR

Item	Criterion Type	Year Application	Year Application	Criterion Guidance
2.1.1	CO	1	The producer must ensure that all employees are properly hired in accordance with the law and must	All employees must be registered in accordance with applicable legislation. Clear and detailed contracts must be

			ensure that the contract is respected.	<p>signed, including at least the following items:</p> <ol style="list-style-type: none"> <li>Job role and responsibilities.</li> <li>Work location.</li> <li>Working hours.</li> <li>Pay rate and calculation method.</li> <li>Overtime pay rate.</li> <li>Minimum payment frequency.</li> <li>Deductions and financial benefits.</li> <li>Vacation and other benefits in accordance with applicable legislation.</li> </ol> <p>The owner must keep available proof demonstrating compliance with all points agreed upon in the contract. (CSRC 6.3.1)</p>
2.1.2	CO	1	A policy must be implemented and made available that reveals the property's business and commercial conduct, focusing on compliance with current Brazilian legislation and ILO conventions.	<p>To meet this criterion, there must be a document that attests to the property's conduct in accordance with its principles, which must contain at least the following topics. Records will be required as evidence of compliance:</p> <ol style="list-style-type: none"> <li>Overtime must be voluntary and paid at least the amount required by CLT Article 59, and it must not present additional risks to the worker.</li> <li>Prohibition of hiring individuals under 18 years old (except in cases permitted by law, see note below).</li> <li>The worker must be entitled to at least 1 day of rest after 6 days of work and the right to rest on holidays and annual vacations.</li> <li>Safe transportation for employees.</li> <li>Minimum rest periods required by applicable legislation.</li> <li>The total workload must not exceed 8 hours per day and 44 hours per week, as established in Article 7, item XIII, of the CLT. To comply, this policy must be made available to interested parties and must be internally disseminated annually for the awareness of all employees.</li> </ol> <p>Note: Brazilian legislation allows the work of individuals aged 14 to 18 as apprentices, as described in Article 402 of the Consolidation of Labor Laws (CLT). Child labor will not be tolerated, except in cases permitted by law, in accordance with ILO Convention 182. (CSRC 4.1.2; 6.1.1; 6.1.2; 6.1.3)</p>
2.1.3	CO	1	The property must control the working hours and days of its employees.	It must be possible to control the hours and days worked in accordance with the law, by means of physical or electronic records attesting to the normal and overtime hours worked by employees.

2.1.4	CO	1	Receipts for payments must be shown. As well as the method of payment.	<p>In order to assess payments made under agreements and monitoring, it must be possible to verify payment receipts that describe at least:</p> <ol style="list-style-type: none"> <li>Month of payment.</li> <li>Total amount paid.</li> <li>Standard hours.</li> <li>Time off.</li> <li>Overtime.</li> <li>Amount paid for overtime.</li> </ol> <p>As proof of payment, receipts signed by the employees or proof of deposits made on behalf of the employees can be accepted.</p>
2.1.5	CO	1	Employees enjoy their maternity or paternity rights in accordance with applicable legislation.	<p>Records and documents must be available to prove that employees have enjoyed their rights.</p> <p>This right must be communicated through policies or other appropriate means. (CSRC 6.3.3)</p>
2.1.6	CO	1	The employer must ensure, at a minimum, the payment of the current minimum wage in Brazil. Additionally, the wage should be gradually adjusted to approach a living wage.	<p>The producer must ensure, at a minimum, the payment of the minimum wage established in Brazil (CLT Art. 76) or the amount defined in sectoral agreements, whichever is higher, in accordance with ILO Conventions No. 26 and 131. The wage should gradually be adjusted towards a living wage, as described in the link: Salário Digno Brasil - CEBRAP. (access: <a href="https://www.cebrap.org.br/salario-digno-brasil/">https://www.cebrap.org.br/salario-digno-brasil/</a>) (CSRC 6.2.1)</p>
2.1.7	CO	1	Vacation and thirteenth month receipts are filed.	<p>As evidence that vacation and Christmas bonuses are guaranteed benefits for employees, it should be possible to provide receipts proving that employees have utilized these benefits.</p>
2.1.8	CC	1	Employers must guarantee freedom for their employees, in accordance with ILO conventions 29 and 105	<p>Employers must ensure that their employees have the freedom to choose their jobs and the right to come and go. To this end, management must:</p> <ol style="list-style-type: none"> <li>Ensure that employees have the freedom to choose, voluntarily and freely, whether or not they wish to carry out their duties and activities.</li> <li>Ensure that employees can leave the workplace and/or accommodation provided by the employer.</li> <li>Ensure that employees' personal documents, money, or other property are not retained by the employer.</li> <li>Ensure that employees are not forced to work to pay their own or inherited debts (debt bondage) or similar actions.</li> </ol> <p>To comply with these requirements,</p>

				training, lectures, dissemination of policies, and other measures can be evidenced. (CSRC 5.2.1; 5.2.2; 5.2.3)
2.1.9	CC	1	There must be mechanisms to combat child labor according to ILO Convention 138.	<p>Management must develop a plan and methods to combat and raise awareness among all employees about the topics of forced, and child labor.</p> <p>Expected Evidence:</p> <ol style="list-style-type: none"> <li>Policy dissemination.</li> <li>Attendance lists for training sessions and lectures.</li> <li>Promotional posters, etc.</li> <li>It is not mandatory, but committees can be created to address these issues.</li> <li>Child labor will not be permitted (except in cases where legislation allows, see note below).</li> <li>Persons under 18 years old will not be exposed to hazardous work, without health, safety and morals in accordance with ILO Convention 138.</li> </ol> <p>Note: Brazilian legislation allows the work of individuals aged 14 to 18 as apprentices, as described in Article 402 of the Consolidation of Labor Laws (CLT). Child labor will not be tolerated, except in cases permitted by law, in accordance with ILO Convention 182. (CRSC 4.1.3)</p>
2.1.10	CO	1	Practices that take away the rights of employees are not carried out on the estate, such as temporary contracts for a permanent position.	<p>Practices that infringe on employees' rights are not tolerated, so actions and policies must be in place to counteract these practices.</p> <p>Expected Evidence:</p> <ol style="list-style-type: none"> <li>Disclosure of the policy.</li> <li>Attendance lists for training and lectures.</li> <li>Promotional posters, etc.</li> <li>It is not compulsory, but committees can be set up to address these issues.</li> </ol>
2.1.11	CO	1	Workers have the right to freedom of association and collective bargaining (ILO 87 and 98) and/or the right to elect a representative.	<p>Policies that guarantee, at a minimum, freedom of association and collective bargaining, in accordance with ILO 87 and 98 guidelines, must be implemented and made available to all interested parties. Worker representatives have access to the information and resources necessary to carry out their functions</p> <p>To demonstrate compliance, the following types of evidence may be provided annually or when are changes:</p> <ol style="list-style-type: none"> <li>Training sessions.</li> <li>Lectures.</li> <li>Website postings, among others.</li> <li>Workers have the right to elect a worker representative who has access to</li> </ol>

				<p>management, ensuring that they can negotiate on issues such as working conditions, conflict resolution, internal relations, and matters of mutual interest, among others</p> <p>e. Representatives of producers or workers should not be subjected to any form of discrimination, nor should they face adverse actions or retaliation.</p> <p>f. There must be evidence of internal meetings and/or results obtained through collective bargaining that have been applied to employees.</p> <p>(CSRC 5.3.1; 5.4.1)</p>
2.1.12	CO	1	<p>The producer must ensure that both permanent and seasonal workers, regardless of whether they are paid monthly or by production, receive the same benefits.</p>	<p>The producer must ensure that all workers have the right to the same benefits, such as housing, food, transportation, hygiene, access to potable water, among others. For compliance, the following will be verified:</p> <p>a. Payment records.</p> <p>b. Conducting interviews.</p> <p>(CSRC 6.2.2)</p>
2.1.13	CO	1	<p>Effective policies and mechanisms must be implemented to combat inequality and discrimination.</p>	<p>To meet this criterion, a comprehensive policy to combat inequality and discrimination must be implemented, along with the creation of effective mechanisms for dissemination, awareness, and combating these practices, in accordance with the guidelines of ILO 100, 111, and 190. The policy must, at a minimum, include the following points:</p> <p>a. Ensure the absence of any form of discrimination based on race, gender, age, religion, social class, nationality, political affiliation, or sexual orientation.</p> <p>b. Ensure equal treatment in all aspects related to hiring, remuneration, access to training, and benefits.</p> <p>c. Promote a work environment free from violence or abusive treatment, including gender-based violence.</p> <p>(CSRC 5.1.1 and 5.1.2)</p>
2.1.14	CO	1	<p>An anonymous reporting mechanism is available for workers who are negatively impacted by the company's activities and operations.</p>	<p>An effective mechanism for suggestions, complaints, and reports must be implemented and maintained, available to all internal and external stakeholders. This service may include suggestion boxes, useful phone numbers (including government hotline numbers), emails, and other communication channels. The mechanism must ensure the confidentiality of information and the individuals involved.</p> <p>(CSRC 1.4.3)</p>
2.1.15	CO	2	<p>The management must deal efficiently with complaints,</p>	<p>To meet the criterion, the property's management must record any occurrences</p>



			<p>suggestions, denunciations, and other information that come to light in the communication mechanism described in 2.1.14.</p>	<p>highlighted in the complaints and suggestions mechanism. These must be reported to the property's top management, who must act directly on the matter, considering its complexity. All actions and decisions taken must be recorded as evidence.</p> <p>The following can be checked as evidence:</p> <ul style="list-style-type: none"> <li>a. Attendance lists at meetings to present the results of complaints and suggestions.</li> <li>b. Analysis reports on the points raised and analyzed.</li> <li>c. Minutes of senior management meetings.</li> </ul> <p>Note: There must be records of all complaints obtained through the complaints mechanism in accordance with requirement (2.1.14). (CSRC 1.4.3)</p>
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2.2 – OCCUPATIONAL HEALTH AND SAFETY				
Item	Criterion Type	Year of Application	Criterion	Criterion Guidance
2.2.1	CO	1	The property must implement an occupational safety management plan drawn up by a trained professional.	In accordance with applicable legislation, a risk management plan for rural work must be in place. This plan must outline all job functions and tasks, describe the associated risks, and specify the precautions employees must take. Additionally, it should detail the individual and collective protection equipment required, if necessary. (CSRC 6.6.1)
2.2.2	CO	1	The property must implement a medical control plan.	There must be a medical control plan drawn up by an occupational physician, covering the examinations and care required for each of the farm's functions.
2.2.3	CO	1	Employees undergo examinations to certify their suitability to work as required by law.	Workers must undergo professional, periodic, job change, and dismissal examinations, evidenced by the Occupational Health Certificate (ASO). The examinations to be carried out must be those stipulated in the medical plan and those required by applicable legislation.
2.2.4	CO	1	The producer must provide employees with the information and resources necessary for the effective performance of their duties.	There must be mechanisms in place to ensure that workers have access to all resources necessary to perform their tasks, including information, Personal Protective Equipment (PPE), tools, and others. As evidence of compliance, the following may be provided:

				c. Proof of PPE distribution. d. Proof of tool distribution. (CSR 5.3.2)
2.2.5	CO	1	There is safety monitoring of the work areas, checking for unsafe points.	To meet this criterion, work areas must be monitored for safety, cleanliness, organization, key points, exposed moving parts, areas with fall hazards, work at heights, confined spaces, exposed electrical parts, and identified risks must be minimized. (CSRC 6.6.1)
2.2.6	CO	1	There are clean and accessible sanitary and handwashing facilities sufficient for all employees, including field staff.	To meet the requirement, at least clean and accessible sanitary facilities and handwashing stations must be provided for workers, including field teams. (CSRC 6.4.2)
2.2.7	CO	1	Meal and rest areas must be available.	Rest and meal areas must be available to employees and must comply with the minimum criteria established by law.
2.2.8	CO	1	Machinery and equipment must be in good working order and safe to perform the services they are intended for.	This will be a visual assessment by the auditor. The machines must appear safe with all their safety parts in place, and the electrical parts must work properly. A maintenance plan must be in place to ensure the machines are functioning correctly.
2.2.9	CO	1	The property must guarantee drinking water for all its employees and residents.	A water potability analysis must be conducted at least once a year, adhering to the minimum parameters established by the World Health Organization (WHO). The results must be within the established limits. If any parameter is outside the normal limits, control actions must be taken to normalize the results, followed by a new analysis to verify the effectiveness of the actions taken.
2.2.10	CO	1	Housing and accommodations provided to employees must offer comfort and safety.	To meet this criterion, the houses and accommodations provided must meet at least the following criteria: a. The dwellings must be clean and hygienic. b. They must meet all the basic needs of the residents. c. They must offer safety and comfort to the residents. d. They must offer privacy to the residents. e. They must be built with durable materials that protect against weather and pollution. (CSRC 6.5.1)
2.2.11	CO	2	There must be an emergency plan in place.	To meet this criterion, an emergency plan must be in place, covering at least the following topics: a. Useful telephone numbers. b. Meeting points.

				c. Procedures to be followed in the event of accidents and firefighting.
2.2.12	CO	2	First aid boxes should be made available at strategic locations on the property.	<p>A first-aid box should be available in strategic locations, considering the work and distances to be covered. Suggested locations include workshops, processing sites, and the canteen.</p> <p>The items required in the first-aid box are those defined in the medical control plan. These items must not be out of date.</p>
2.2.13	CO	1	(If applicable) The property has a properly functioning Internal Commission for the Prevention of Rural Work (CIPATR).	To meet this criterion, it is necessary to provide supporting documentation for the process of electing members, in compliance with applicable legislation, as well as the minutes of meetings and actions taken.

### 3 - ENVIRONMENTAL DIMENSION

Item	Criterion Type	Year Application	Criterion	Criterion Guidance
3.1	CO	1	Compliance with Environmental License Conditions	This requirement applies to properties subject to environmental licensing conditions. To fulfill this criterion, properties must provide documentation or records demonstrating compliance according to the public agency's stipulations.
3.2	CO	2	A comprehensive plan is available for environmental control and prevention actions, including measures addressing climate change and greenhouse gas emissions in agricultural activities.	<p>In order to meet this requirement, an up-to-date environmental management plan must be kept in place, which makes a diagnosis of the actions carried out on the property and points out areas for improvement in the property's environmental management. This plan must contain at least</p> <p>a. A survey of environmental areas, structures and productive areas.</p> <p>b. It should describe how work is carried out on the property and how it affects the fauna, flora, springs, soil and air of the property and region.</p> <p>c. It should include actions to mitigate climate change, such as reducing greenhouse gas emissions, planting trees, planting cover, reducing the use of chemical fertilizers and agrochemicals, increasing the use of organic fertilizers and biodefensives, increasing the efficiency of irrigation, combating water waste.</p> <p>d. It must present targets for improving indicators, reducing the use of sources of greenhouse gas emissions, improving the conservation of biodiversity and protected</p>

				areas. (CSRC 12.1.1; 12.1.2; 12.1.3; 12.1.
3.3	CO	1	A comprehensive energy management plan must be implemented on the property.	In the first year, the property must implement an energy management plan that includes, at a minimum: a. Identification of the various types of energy used on the property (electricity, diesel oil, gasoline, ethanol, LPG gas, firewood). b. Identification of employed renewable energy sources (hydropower, wind, solar, biomass, etc.). c. Identification of energy generation sources on the property (where applicable). d. Establishment of methods and mechanisms to monitor the use of different types of energy. e. Definition of goals for reducing the use of non-renewable energy and increasing the use of renewable energy. f. Creation of means to raise awareness among stakeholders about the use of different energy sources. (CSRC 12.2.1; 12.2.2; 12.2.3)
3.4	CO	2	A comprehensive energy management plan must be maintained on the property, and the various types of identified energy sources must be monitored.	In the second year, the energy management plan must: a. Present monitoring of the use of identified renewable and non-renewable energy sources. b. Conduct a comparison between the first and second years to determine if there is a trend toward reduced energy consumption. c. Compare the energy generated on the property (where applicable). d. Establish clear goals and objectives for energy use and generation. e. Perform a critical analysis of the results obtained, identifying trends and proposing ways to improve energy performance.  Note: This plan is a continuation of what was established in item 3.3, so there is no need to create a new document. (CSRC 12.2.1; 12.2.2; 12.2.3)
3.5	CO	3	A comprehensive energy management plan must be maintained on the property, ensuring continuous monitoring of the different types of energy used. The results of this monitoring should be critically analyzed.	From the third year onward, the producer must conduct a critical analysis of the results obtained from the energy management plan, as required by items 3.3 and 3.4. In this year, the plan must: a. Critically analyze the results from all monitoring cycles to identify trends in increased energy use. b. Justify any increase in the consumption of different types of energy. c. Assess whether the results obtained align with the objectives and goals established in previous years.

				<p>d. Set goals for reducing the use of non-renewable energy and increasing the use of renewable energy.</p> <p>e. Define goals for energy generation on the property, considering short-term, medium-term, and long-term deadlines.</p> <p>f. Describe the methodology to be used to achieve the established goals and objectives.</p> <p>Note: This plan is a continuation of what was established in item 3.3, 3.4, so there is no need to create a new document. (CSRC 12.2.1; 12.2.2; 12.2.3)</p>
3.6	CO	1	The water management plan must be maintained and include monitoring of all items required in item 3.6.	<p>For the second-year audit, the water management plan must:</p> <p>a. Compile the volumes of water extracted.</p> <p>b. Compare the water volumes used in the first and second years.</p> <p>c. Establish methodologies to optimize water use, reducing potential waste, including in irrigation.</p> <p>d. Assess the possibility of water reuse.</p> <p>e. Provide evidence of awareness about water sources, establishing conservation measures, considering whether they are in critical condition or being used excessively.</p> <p>f. Verify if the goals and objectives for improving water consumption and conserving sources have been met.</p> <p>g. Describe how the goals and objectives will be addressed to ensure they can be achieved. (CSRC 10.3.1; 10.3.2; 10.3.3; 10.3.4)</p>
3.7	CO	2	The property must be maintained in accordance with the requirements of items 3.6 and 3.7, and the plan must be continuously improved.	<p>For the third-year audit, the water management plan must:</p> <p>a. Present a critical analysis of all results obtained from water consumption monitoring.</p> <p>b. Evaluate the condition of water sources, checking if they are in critical condition or being used excessively.</p> <p>c. Analyze the improvements made to water use and extraction systems, including irrigation (if applicable).</p> <p>d. Assess the results related to awareness among internal and external stakeholders.</p> <p>e. Establish goals and objectives for the coming years.</p> <p>f. Describe the actions to be implemented to improve the results obtained. (CSRC 10.3.1; 10.3.2; 10.3.3; 10.3.4)</p>
3.8	CO	3	A water management plan must be developed and implemented by the property's management.	<p>For the first-year audit, the property must develop a water management plan that includes:</p> <p>a. Identification of water sources.</p>

				<p>b. Identification of water use locations on the property, including productive areas, processing facilities, vehicle washers, among others.</p> <p>c. Definition of effective mechanisms for monitoring water use across all sources.</p> <p>d. Recording the annual volumes of water extraction permitted by law (Check Licenses) for setting goals.</p> <p>e. Monitoring the condition of water sources, documenting whether they are in critical condition (risk of collapse) or being used excessively (when the amount of water extracted exceeds the source's capacity for replenishment).</p> <p>(CSRC 10.3.1; 10.3.2; 10.3.3; 10.3.4)</p>
3.9	CO	1	A solid waste management plan must be implemented.	<p>To meet this requirement, a comprehensive waste management plan must be implemented. The plan should include the following components:</p> <p>a. Strategies to minimize waste generation.</p> <p>b. Measures to maximize waste reuse and recycling.</p> <p>c. Methods to repurpose organic coffee byproducts to enhance soil fertility.</p> <p>d. Systematic identification, quantification, segregation, and proper disposal of all on-site waste.</p> <p>e. Safe disposal of hazardous waste through specialized contractors in compliance with regulations.</p> <p>f. Treatment of hazardous products and wastewater prior to disposal (e.g., using SAO or settling boxes).</p> <p>Additionally, the plan should assess the property's current waste management practices and identify areas for improvement in the coming years.</p> <p>(CSRC 11.3.1; 11.3.2; 11.4.1; 11.4.2; 11.4.3)</p>
3.10	CO	2	A solid waste management plan must be implemented. During the first year, waste generation quantities must be accounted for and monitored.	<p>During the second year, waste generation volumes must be tracked and documented. Supporting records, such as receipts and invoices, should be maintained.</p> <p>(CSRC 11.3.1; 11.3.2; 11.4.1; 11.4.2; 11.4.3)</p>
3.11	CO	3	A solid waste management plan should be developed, including an annual comparison of waste volumes to identify opportunities for improvement in subsequent years.	<p>By the third year, the solid waste management plan should incorporate a year-over-year comparison of waste volumes. This analysis will determine waste generation trends, identify primary sources, and inform the development of short, medium, and long-term improvement strategies. The focus should be on optimizing waste reduction, disposal, and reuse practices.</p>

				(CSRC 11.3.1; 11.3.2; 11.4.1; 11.4.2; 11.4.3)
3.12	CC	1	No deforestation of natural forest areas on the property shall occur after January 1, 2014.	<p>No type of deforestation in natural forests in certified areas will be tolerated, regardless of the justification presented, whether for conversion to agriculture, non-forest land use, or planting of other tree species. Additionally, severe and sustained degradation of natural areas will be equally unacceptable. This includes, but is not limited to, the exploitation of natural resources in protected areas, such as soil degradation, loss of biodiversity, and other adverse environmental impacts. The integral preservation of natural ecosystems is fundamental, and any action that compromises the integrity and sustainability of these areas will be strictly prohibited.</p> <p>Evidence of compliance with this requirement can be provided by: a. On-site visits b. Reports and monitoring c. Satellite images d. Internal and community awareness campaigns e. Guidelines and notices f. Fences to deter non-native wildlife g. Firebreaks and other preventive measures</p> <p>Areas designated for legal preservation, such as Legal Reserves (RL), Permanent Preservation Areas (APPs), and Native Vegetation Areas, must be rigorously protected. Additionally, any specific normative instructions must be fully complied with. (CSRC 8.1.1 and 8.1.2)</p>
3.13	CO	1	Predatory hunting, fishing, and the extraction of any endangered plant species are strictly prohibited.	<p>Evidence of actions to prevent and control: predatory hunting, fishing, and the extraction of endangered plants should be provided. To demonstrate these efforts, consider implementing the following:</p> <p>Public awareness campaigns: Utilize signage and educational programs (training, lectures) to inform stakeholders about the importance of wildlife conservation and the negative impacts of these activities. (CSRC 8.2.2)</p>
3.14	CO	2	All environmental pollution practices are prohibited.	Emphasis should be placed on pollution prevention and control strategies. Additionally, educational initiatives aimed at raising awareness of environmental pollution are essential.
3.15	CO	2	Public awareness of endangered animals must be increased.	Wastewater from processing sites, as well as from vehicle and/or machinery cleaning stations, must undergo some treatment method (SAO box, decantation boxes, or others) before disposal or reuse in other processes. These waters must also be

				<p>analyzed to verify compliance with legal parameters. At a minimum, the following parameters should be analyzed:</p> <p><b>Wastewater Quality Parameters:</b>            Biochemical Oxygen Demand (BOD): &lt; 750 mg/l            Suspended Solids: &lt; 50 mg/l            Grease and Oils: &lt; 50 mg/l            pH: Between 5.5 and 9.0</p> <p><b>Parameters for Wastewater for Irrigation:</b>            Intestinal Nematodes (arithmetic mean of the number of eggs per liter): &lt; 1            Fecal Coliforms (geometric mean number per 100 ml): ≤ 1000" (CRSC 11.2.2)</p>
3.16	CO	1	A plan to reduce impacts on surface water quality should be implemented.	<p>The property must develop a plan to minimize impacts on surface and groundwater, as well as reduce agricultural and coffee processing byproducts. Key measures include:</p> <p>a. Preventing water pollution: Implement practices such as buffer zones, conservation areas, adherence to pesticide application and storage regulations, waste reuse and recycling, and proper waste disposal to mitigate agrochemical and fertilizer contamination.</p> <p>b. Managing wastewater: Prevent direct wastewater discharge into watercourses.</p> <p>c. Waste tracking: Identify and quantify crop residues and wastewater to facilitate prevention and reduction efforts.</p> <p>d. Wastewater treatment: Employ wastewater treatment methods, including decanting, to prevent direct groundwater contamination.</p> <p>e. Equipment cleaning: Prevent groundwater contamination from machine washing ramps and pesticide containers through appropriate containment and treatment measures. (CSRC 11.1.1; 11.2.1; 11.2.2)</p>
3.17	CO	3	All water collection activities must comply with applicable laws and regulations.	The property must demonstrate compliance with applicable water abstraction regulations. This includes providing valid water abstraction permits and supporting documentation of water usage within permitted limits.
3.18	CO	1	Where applicable, the farm implements irrigation practices that maximize efficiency and minimize water consumption.	To optimize water use, the property should implement strategies to enhance irrigation system efficiency. This includes regular system maintenance and the incorporation of climate monitoring technologies.
3.19	CO	1	The producer identifies the main sources of greenhouse gas (GHG)	To meet this criterion, the producer must identify the sources of greenhouse gas (GHG) emissions in the production and processing of coffee starting in 2024.



			emissions in the production and processing of coffee.	<p>Additionally, they must adopt measures that promote awareness of emissions and consequently lead to their reduction.</p> <p>From the second year onwards, an evaluation of the effectiveness of the implemented actions should be carried out, and measures to improve the results in the following years should be analyzed, aiming for continuous improvement. (CSRC 12.1.4)</p>
3.20	CO	2	The producer must implement measures to sequester carbon in the soil.	<p>The producer must implement measures to sequester carbon in the soil. To meet this requirement, the following evidence can be presented:</p> <p>a. Records of cover cropping (soil cover). b. Records of tree planting. c. Evidence of reduced use of chemical fertilizers (NPK). d. No-till farming. e. Practice of crop intercropping, etc.</p> <p>This criterion should be evaluated annually. For the external audit starting from the third year, a critical analysis of the results obtained must be presented, along with continuous improvement goals and objectives for the following years. (CSRC 12.1.3)</p>
3.21	CO	1	The property must implement soil conservation measures.	<p>To safeguard soil health, the property must implement a comprehensive soil conservation and erosion prevention plan. This plan should focus on maintaining optimal physical, chemical, and biological soil conditions. Potential implementation strategies include:</p> <p>a. Precision agriculture b. Waste management c. Cover cropping d. Organic fertilization e. Windbreak establishment f. Contouring and terracing (CSRC 10.1.1; 10.1.2)</p>
3.22	CO	2	The property must implement effective soil protection practices and clearly demonstrate the effectiveness of these actions through monitoring and detailed documentation.	<p>The soil protection plan's outcomes should be systematically evaluated to assess its efficacy. Areas for improvement should be identified, and specific targets for enhancing soil health should be established for future years. (CSRC 10.1.1; 10.1.2)</p>
3.1	CO	1	Compliance with Environmental License Conditions	<p>This requirement applies to properties subject to environmental licensing conditions. To fulfill this criterion, properties must provide documentation or records demonstrating compliance according to the public agency's stipulations.</p>

## 22 TERM OF MEMBERSHIP, APPROVAL AND EXCLUSION

### MEMBERSHIP TERM

I, \_\_\_\_\_, holder of CPF: \_\_\_\_\_, owner of the \_\_\_\_\_ Farm, located in the municipality of \_\_\_\_\_, state of \_\_\_\_\_, declare, through this Term of Adhesion, my total commitment to the criteria and principles established by the EXPOCACER SER Sustentável Protocol.

I certify that I comply with the program's critical requirements and criteria, as well as the Checklist guidelines and applicable current legislation. I undertake to provide all necessary information, fully collaborate with internal and external inspections, and promptly report any non-compliance, whether intentional or not, with the program guidelines and requirements established by EXPOCACER.

I further declare that, during the initial assessment, detailed information was provided on the relevant contents of the program, the system regulations, and the presentation of the field checklist. I am aware of and in agreement with the complaints, complaints, and suggestions

mechanism, to which I have free access to contact EXPOCACER's sustainability department, thus contributing to the continuous improvement of this protocol.

\_\_\_\_\_ MG, \_\_\_\_\_ of \_\_\_\_\_ of \_\_\_\_\_.

Signature: \_\_\_\_\_

#### **EXPOCACER ANALYSIS AND APPROVAL**

In compliance with the initial criteria established by the SER Sustentável Protocol, EXPOCACER declares that the owner of the \_\_\_\_\_ Farm is able to participate in the certification process.

Responsible: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### **DECISION OF LOSS OR NON-CERTIFICATION**

Loss of certification occurs due to non-compliance with the critical and certification criteria defined in this protocol.

Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Responsible: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## **SER Brand Usage Agreement**

### **1. Purpose**

This Brand Usage Approval Agreement aims to regulate the use of the SER brand by third parties, members, clients, and partners, ensuring compliance with the standards established by the company. The use of the brand is subject to prior approval from the Marketing and Communication Department, which will assess the suitability of the proposed application.

### **2. Conditions for Brand Usage**

**2.1.** The applicant may only use the SER brand upon express and written approval from the Marketing and Communication Department.

**2.2.** The brand usage must comply with the visual, contextual, and positioning standards established by SER.

**2.3.** Any modification, adaptation, or alteration in the application of the brand, including but not limited to proportion, color, typography, or arrangement of elements, must be approved in advance by the competent department.

### **3. Request Procedure**

**3.1.** The applicant must submit a detailed proposal for brand usage to the Marketing and Communication Department, including all graphic pieces and materials on which the brand will be applied.

**3.2.** The department will have a period of up to one month, counting business days, to evaluate the request and issue an opinion on the compliance of the proposed use.

**3.3.** If the proposal is approved, the department will issue a formal authorization, which must be kept by the applicant for the duration of the brand usage. In case of rejection, the applicant will be informed of the necessary changes to achieve compliance.

### **4. Applicant's Responsibilities**

**4.1.** The applicant undertakes to use the SER brand in accordance with the terms of this document and to comply with the established guidelines.

**4.2.** In the event of improper use of the brand, SER reserves the right to revoke the authorization granted and take appropriate legal action.

### **5. Term**

This Agreement comes into effect from the date of its signing and remains valid while the applicant is using the brand, unless revoked or canceled by SER.

#### 6. General Provisions

6.1. This Agreement may be reviewed or amended at any time, upon notice to the applicant.

6.2. The level of assurance of this seal is second party.

6.2. Any omission or tolerance in the application of the terms herein shall not constitute a waiver or novation, and SER may, at any time, require full compliance with the provisions.

7. Signature: by signing this Agreement, the applicant declares that they have read, understood, and agreed to all the terms and conditions herein established.

Place and Date: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Approval by SER's Marketing and Communication Department

Responsible Person's Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

This document must be filed by both the applicant and SER for the duration of the brand usage.

### 23 RESPONSIBLE TECHNICAL TEAM

The SER Sustentável Protocol – EXPOCACER was developed by the company AGROCERT – Consultoria e Projetos.

#### Prepared by:

Robson Carvalho – Security Technician and Civil Engineering Graduate

[robson@agrocet.com.br](mailto:robson@agrocet.com.br)

#### Revision:

Christina Moraes – Agricultural Engineer

[christina@agrocet.com.br](mailto:christina@agrocet.com.br)

#### Final Approval:

Fabiano Melo - Agricultural Engineer

[fabiano@agrocet.com.br](mailto:fabiano@agrocet.com.br)