



# Guide of standards for responsible and productive **sourcing processes**

Lor

Version 3

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**Content authors:**  
Supplier Management Department  
Servicios Nutresa S.A.S.

**Graphical editing:**  
Lina Orozco Arias

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live in environments with decreasing certainty and increasing challenges such as: supply chain disruptions, talent management and loyalty-building, and the protection of biodiversity and natural resources. That is why a stronger connection with society and its clarity of purpose enables our Organization to evolve and transform with the aim of comprehensively managing the social, environmental and economic risks and opportunities.

Within Grupo Nutresa's strategic framework for 2030, the development of capabilities related to responsible and competitive sourcing, the environment and circular solutions is an essential element in the endeavor of achieving a better future together. One of the tools that has been developed for this purpose is the guide of standards and requirements for suppliers of goods and services, which includes a set of policies, standards and practices adjusted to the legal frameworks of the countries where Grupo Nutresa operates. This guide also includes the interaction mechanisms in place for managing and disclosing such requirements.

We hope this material becomes an open invitation for our suppliers, contractors and, in general, for all of our business partners to adopt the best practices that lead to an increasingly responsible and sustainable value chain. This guide will work as the basis for new negotiations and for facilitating the diagnosis, development and sourcing processes in alignment with Grupo Nutresa's sustainability policies.

In addition, another purpose of this guide is to facilitate, promote and develop the necessary capabilities for the compliance with the established requirements among current and potential suppliers by means of internal and collaborative-work programs with organizations interested in the development of productive chains in order to meet international standards.



**María Adelaida Arango Hoyos**  
**Vice-President of Sustainable Development**  
**Grupo Nutresa**

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# 1. GENERAL INFORMATION

## 1.1 GENERAL INTRODUCTION

### About us

Grupo Nutresa S. A. is the leading processed food company in Colombia and one of the most relevant actors of the sector in Latin America.

It was established in 1920, it currently has approximately 47,199 employees and it operates through eight Business Units: Cold Cuts, Biscuits, Chocolates, Tresmontes Lucchetti (TMLUC), Coffee, Retail Food, Ice Cream, Pastas and other.

Grupo Nutresa's talented, innovative, committed and responsible people is what successfully differentiates its business model. They permanently contribute to the sustainable development of its brands, which are not only widely recognized and cherished by the consumers, but they are the leaders in their corresponding markets. This is why Grupo Nutresa's brands have been part of people's daily life for decades, additionally to the fact that their products are both nutritious and reliable. Moreover, its distribution network has an offer that is differentiated by channels and segments, making the product portfolio broadly available across the entire region.

### A quick look into our business

More than

**100 years  
of history.**

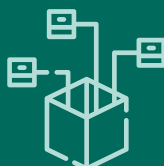
**47.199  
employees.**



Portfolio of relevant brands, 20 of which have sales over

**USD 50 million.**

**Business diversified  
in terms of markets,  
categories, commodities  
and distribution networks.**



**Consolidated market  
share in Colombia  
higher than**

**53%**

Direct presence  
in **17 countries** with  
**47 production  
plants.**



**Products with  
presence  
in 82 countries  
from 5 continents.**

For the twelfth year in a row, Grupo Nutresa has been included in the **DJSI (World Sustainability Index)** and recognized as one of the most sustainable companies in the world.



Approximately **1.5 million  
customers** served through  
a network of

Company listed in Colombia with a level 1 ADR, and a market capitalization of **13.1 trillion Colombian pesos** as of December 2021.

**13,574 salespeople.**

**No commodity represents more than 11%  
of the total production costs.**

Second best company in terms of reputation in Colombia according to the 2021 reputation ranking published by corporate reputation monitor Merco, and second best employer in the country according to Merco Talento.



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# Structure of Grupo Nutresa and its brands

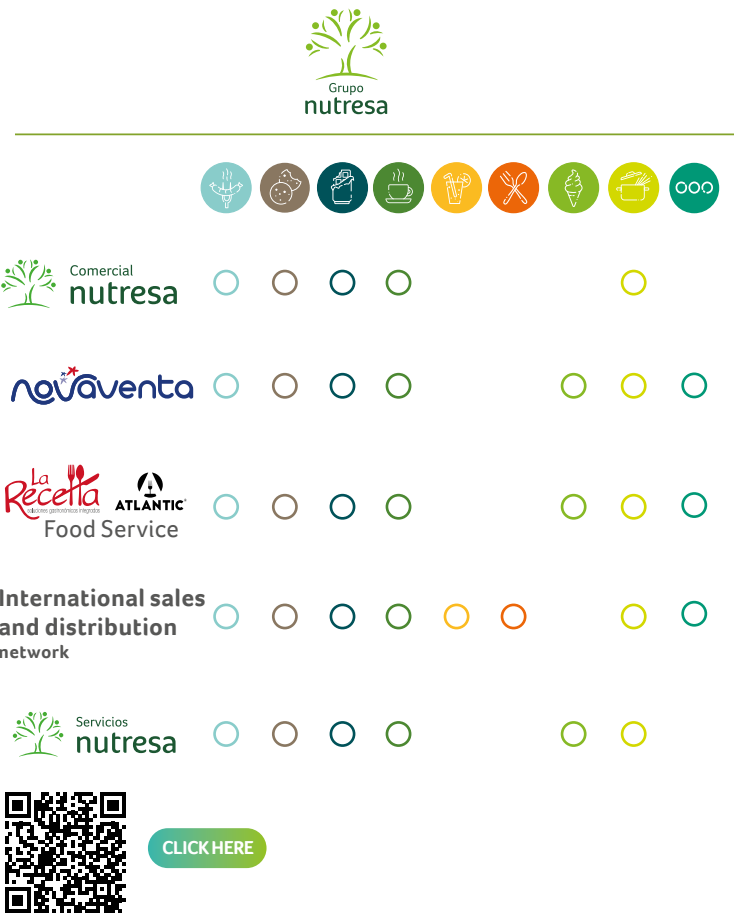
The corporate group structure begins with the CEO’s office, which has the responsibility of ensuring the Organization’s capabilities, guiding the decisions that allow the Company to achieve the Mega 2030, guaranteeing a sustainable and profitable growth, and developing the foundations that support the business model: people, brands and distribution networks.

The CEO’s office is supported by the Corporate Finance Vice-President’s Office, which contributes to Company’s growth by endorsing the Business Units’ investment plans.

In terms of its operation, Grupo Nutresa comprises the Biscuits, Cold Cuts, Chocolates, Coffee, Tresmontes Lucchetti (TMLUC), Retail Food, Ice Cream and Pastas Business Units.

In Colombia, the commercial management activities are supported by Comercial Nutresa (dry products), by the Cold Cuts Business (frozen and refrigerated products), and by alternative sales channels such as Novaventa (catalog sales, e-commerce and vending machines), La Recetta (institutional food service) and Atlantic Food Service (institutional food service). Furthermore, Grupo Nutresa has its own exclusive distribution companies abroad.

All administrative services are rendered to all of Grupo Nutresa’s companies by Servicios Nutresa, which is in charge of providing solutions with regard to sourcing, infrastructure, finance, auditing, legal counseling, risks and safety, human development and communications, among other fields.



## Grupo Nutresa’s strategic framework

Grupo Nutresa’s strategy is focused on doubling by 2030 the sales achieved in 2020, obtaining greater returns than the cost of capital used. To achieve this goal, we offer our consumers food products and experiences from highly recognized and beloved brands. Our products nourish, generate well-being and pleasure, have the best price-value ratio, are widely available in our strategic region, and are managed by talented, innovative, productive, committed and responsible people within a framework of sustainable development.



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## Sustainability in Grupo Nutresa

Sustainable Development is Grupo Nutresa’s management framework and, therefore, the Organization is committed to contribute to the development of an economic model aligned with the social development, generating thus benefits for all its stakeholders and fostering a healthy balance with the environment.



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Sustainability Report

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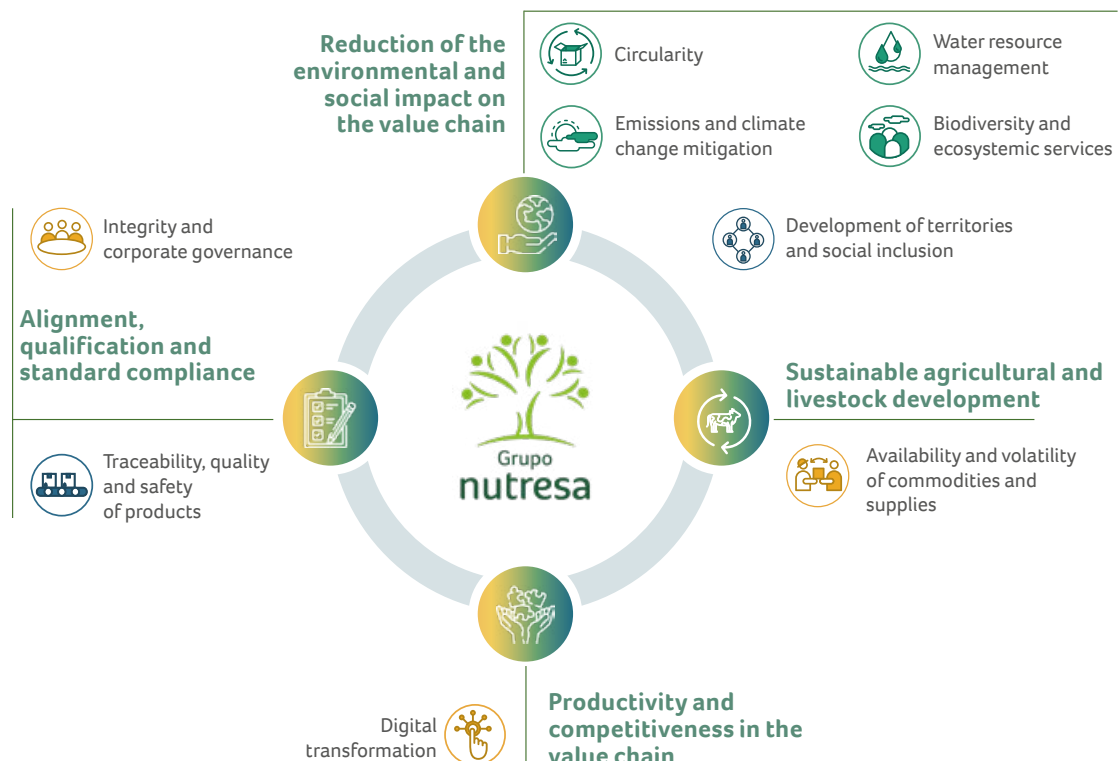


## 1.2 GRUPO NUTRESA'S RESPONSIBLE AND PRODUCTIVE SOURCING MODEL AND ITS MATERIAL TOPICS

For Grupo Nutresa, the materiality analysis is a fundamental pillar for the management actions along the entire supply chain of the topics that have a significant impact on the operation and, at the same time, are relevant for the stakeholders.

Responsible sourcing is deemed to be a material topic due to the relevance and impact suppliers have on the three dimensions of sustainability.

For Grupo Nutresa, supplier management and development is a fundamental part of its strategic priorities. Therefore, the Organization has defined and identified the risks associated with sustainability, programs for the promotion of sustainable practices and policies on and development of capabilities, all of which are addressed from four management approaches: Standard alignment, qualification and compliance; reduction of the environmental and social impact on the sourcing chain; productivity and competitiveness in the value chain; and sustainable agricultural and livestock development.







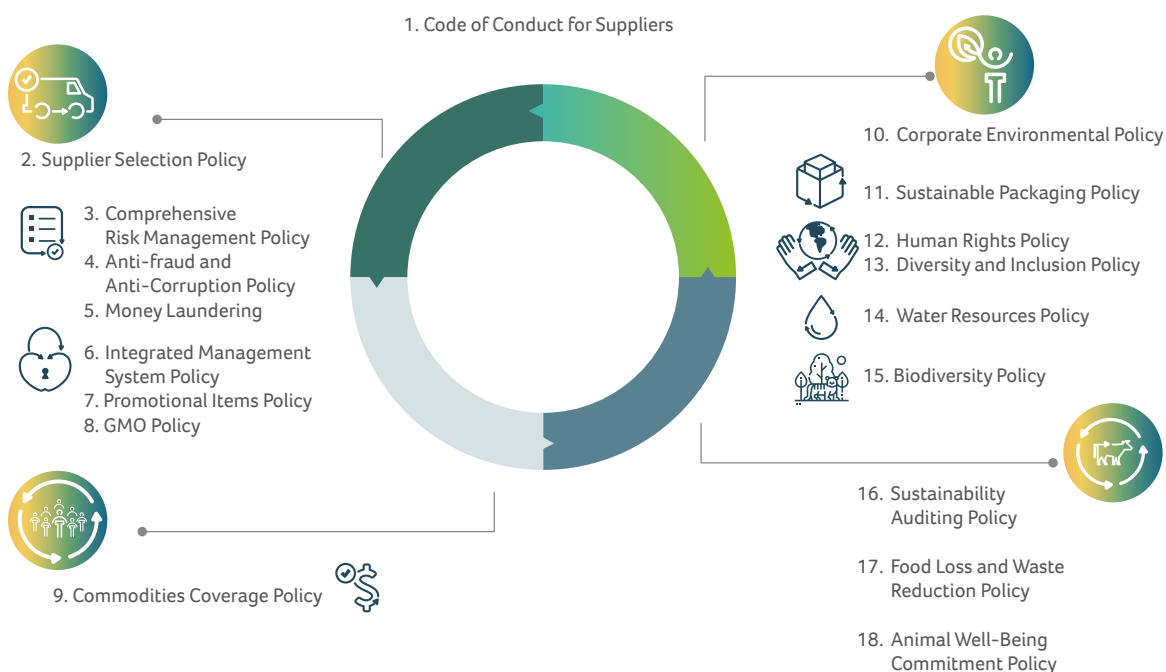
### 1.3 POLICIES APPLICABLE TO THE SOURCING CHAIN

Due to Grupo Nutresa's solid commitment to a sustainable sourcing, the acquisition of goods and services is performed under social and environmental principles that generate benefits for both the value chain and the Organization.

Grupo Nutresa incorporates social and environmental variables that allow it to manage the external impact on the entire sourcing chain as part of a strategy focused on capitalizing opportunities and managing potential risks in the operational, economic and reputational fields. The management of this material topic generates economic and social capital for the

Organization by mitigating financial risks, producing effectiveness and building long-term relations with agricultural and livestock producers and all other suppliers that depend, to different extents, on Grupo Nutresa's purchases.

In the development of the relations between Grupo Nutresa's companies and their related third parties, the Organization expects that all suppliers implement the following principles in accordance with our corporate philosophy.





Acting with integrity

## Anti-fraud, Anti-Corruption and Anti-Bribery Policy

### Objective:

To define Grupo Nutresa's corporate guidelines on the prevention, detection, investigation and response to the risks of fraud, corruption and transnational bribery with the purpose of minimizing the probability of materialization of said risks.

### Applicability to Suppliers:

- Zero tolerance for local and international corruption, fraud and bribery acts, with the purpose of avoiding the mentioned behavior or any other that could damage Grupo Nutresa's interests.
- All suppliers have the obligation to immediately report, through the available communication channels or the Ethics Line, any act of corruption, fraud or bribery related to the contract or business deal held with the corresponding Grupo Nutresa company.
- To submit the information required by the authorities that supervise and/or enforce the compliance with the Anti-fraud, Anti-Corruption and Anti-Bribery Policy, or the authority that is verifying any abnormality related to these matters.



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## Policy for the prevention of money laundering, terrorism financing and the financing of the proliferation of weapons of mass destruction (ML/TF/FPWMD)

### Objective:

Definition of Grupo Nutresa's corporate guidelines for managing the prevention and control of the risks of money laundering, terrorism financing, the financing of the proliferation of weapons of mass destruction or any related source crimes (hereinafter ML/TF/FPWMD). The purpose of this definition is to minimize the possibility of any Grupo Nutresa company being directly or indirectly used through their operations as an instrument for laundering money and/or channeling resources toward the execution of terrorist activities or financing the proliferation of weapons of mass destruction, or for concealing assets originating from such type of activities.

### Applicability to Suppliers:

According to the Organization's corporate philosophy, the development of the relations between Grupo Nutresa's companies and their related third parties shall always be based on the following principles:

- All our actions must be based on ethics, respect and corporate social responsibility.
- We must always operate under strict compliance with the law and in collaboration with the competent authorities.
- We must always practice good corporate governance based on our principles and values in all relations with clients, customers, suppliers and all other related third parties.
- We must manage all risks in a responsible manner, guaranteeing the following risk levels are never exceeded: financial and operational, moderate; commercial, aggressive; reputational, none.



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## Promotional Items Policy

### Objective:

To establish guidelines and standards for promotional items and elements included with the products for their consumption with the purpose of ensuring the quality, security, safety, and consumer satisfaction.

### Applicability to Suppliers:

Warranty and evidence of compliance with the legal standards in force in terms of quality and safety will be required from suppliers of promotional items and other elements.

## Comprehensive Risk Management Policy

### Objective:

To establish the purpose of the comprehensive management of risks within Grupo Nutresa's context and strategy, and to define the general criteria and main elements for its understanding, implementation, monitoring and continuous improvement, thus consolidating the Organization's commitment to this process.

### Applicability to Suppliers:

This policy may be extended to all business partners determined by Grupo Nutresa within its value chain, such as suppliers, contractors and business partners, among other. With the purpose of enabling these organizations to develop guidelines and methodologies that

support them when managing trends in the context analyses, in the current and emerging risk assessments, and steer the implementation of risk prevention and mitigation actions, as well as the management of opportunities. All these actions are focused on strengthening the organizational resilience, the protection of the resources, the continuity of their operations, the well-being of their employees, and the generation of trust among the stakeholders.



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Building a better society

## Human Rights Policy

### Objective:

Grupo Nutresa works on the development of a corporate context that promotes the incorporation and fulfillment of a behavior and practices focused on the respect towards Human Rights and aligned with the international standards and treaties. Convinced that Sustainable Development is only possible within a framework of respect and equity, the Organization has joined the Global Compact of the United Nations, adding thus the Universal Declaration of Human Rights and the International Agreements of the ILO to its navigation chart.

### Applicability to Suppliers:

With the Human Rights Policy, Grupo Nutresa expects that its suppliers, contractors and employees incorporate and perform the following practices:

- To promote and protect the Human Rights, particularly those related to labor and employment;
- To have reporting mechanisms;
- To conduct training activities related to Human Rights.



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## Diversity and Inclusion Policy

### Objective:

In alignment with its Corporate Social Responsibility and Human Rights philosophy, Grupo Nutresa believes in the importance of developing an inclusive work culture that values diversity in its labor force as a source of competitive advantages for the business. Drawing talent from different environments produces more creative and flexible work teams, which is something that boosts innovation and the optimal use of the best potential of the employees for the achievement of the results.

### Applicability to Suppliers:

With our Diversity and Inclusion Policy, Grupo Nutresa expects that its contractors and suppliers foster inclusive and discrimination-free environments and opportunities based on objectivity and transparency criteria within its companies.



Reducing the environmental impact of the operations and products

## Corporate Environmental Policy

### Objective:

To establish the corporate guidelines for comprehensively managing the environmental risks and opportunities inherent in the activities carried out by Grupo Nutresa's multiple Businesses and operations, and to promote the adaptation of leading environmental practices among the Organization's stakeholders.

### Applicability to Suppliers:

The Organization promotes the environmental culture among its stakeholders for them to identify and manage their environmental risks, comply with the environmental regulations, and work on the continued improvement of their processes by implementing management systems and programs that favor the sustainable use of natural resources.

Furthermore, the Organization promotes the reduction to the usage and consumption of resources such as water and energy, and the decrease in the emissions of greenhouse gases and environmental pollution, and fosters the protection and care for soils and ecosystems.

## Water Resources Policy

### Objective:

Reducing the direct and indirect impact on the water resources across the entire value chain and mitigating the risks associated with shortage situations or deterioration of the quality of the resources as a priority for the Company's operations and for the communities from its areas of influence.

### Applicability to Suppliers:

To promote the implementation of responsible water management programs focused on withdrawal, consumption and disposal. To find joint work opportunities related to the protection of the quality and availability of water.



## Food Loss and Waste Reduction Policy



### Objective:

To define the corporate guidelines regarding the reduction in the loss and waste of food in the activities of Grupo Nutresa's businesses and operations.

### Applicability to Suppliers:

To develop the capabilities of first-level suppliers so that they incorporate and embrace good agricultural practices and the elimination of product losses during and after the harvest and during the transportation of the agricultural raw materials. To develop the capabilities of livestock suppliers (cattle breeders, pig farmers and poultry farmers) with regard to the dairy and meat raw materials (SDG2), and other related actions across the entire sourcing chain.

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## Policy on Genetically Modified Organisms GMOs



### Objective:

Grupo Nutresa's companies manufacture products that comply with the legal regulations currently in force in terms of food quality and safety both locally and internationally. Therefore, the companies ask their suppliers for the statement of the products that, during their manufacturing process, include genetically modified materials. The Organization's processes include a traceability program along the entire productive chain that allows ensuring the identification of genetically modified ingredients whenever required.

### Applicability to Suppliers:

The aim of the policy is to ensure the submission of the GMO or non-GMO statements by the suppliers with regard to the raw materials. If the products are or contain GMOs, the statements must include the details of the genetic modifications and certify the compliance with the limits and modifications allowed by the countries of origin and destination according to the law of the countries where the Organization operates.

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## Climate Change Policy

### Objective:

To establish Grupo Nutresa's corporate guidelines related to the comprehensive management of climate change with the aim of achieving a low-carbon and climate-resilient development by 2030.

### Applicability to Suppliers:

To be aware of and manage the impacts related to climate change, establish measures for reducing the impact and to achieve the adaptation and mitigation, and share leading practices and challenges.



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## Biodiversity Policy

### Objective:

To establish the corporate guidelines related to the comprehensive management of biodiversity in Grupo Nutresa's operations and sourcing chain based on a framework focused on productivity and sustainability.

### Applicability to Suppliers:

Suppliers shall comply with the environmental regulations, seek the way to minimize the environmental impact on all its operations, work on the continued improvement and on the implementation of management systems that favor the optimal use of the natural resources. Suppliers shall work jointly with Grupo Nutresa on avoiding, minimizing, restoring and offsetting the impacts on biodiversity. Additionally, suppliers shall comply with all laws and management system agreements that favor the sustainable use of natural resources and the reduction of the impact on ecosystems.



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## Code of Conduct for Suppliers

### Objective:

Grupo Nutresa, a member of the United Nations Global Compact, is committed to comply with standards of excellence regarding all the aspects of its businesses, the ethical and responsible behavior of its activities and the respect for the rights of both the people and the environment. These commitments are part of its corporate culture, which is based on the values of trustworthiness, transparency, reliability and impartiality in all the relations with its stakeholders.

### Applicability to Suppliers:

The Code of Conduct is applicable to all the suppliers of goods and services of all of Grupo Nutresa's companies. The Code defines the minimum responsibilities the suppliers must fulfill and establishes the reporting mechanisms for cases of possible deviations from the Code itself.



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## Purchase Manual

### Objective:

To define the general criteria for hiring suppliers and registering them in Grupo Nutresa's portfolio in order to insure and minimize the risks associated with the Organization's business sustainability and continuity.

### Applicability to Suppliers:

Grupo Nutresa will only hire legally incorporated companies that fulfill and promote a strict respect towards the fundamental Human Rights, the environment, the labor standards, the fight against corruption, and the compliance with the legal regulations in force, including the provisions related to the employees' health and safety and to the prohibition of child labor, among other. In the purchase contract awarding process, the Organization will prioritize small businesses from the local communities when they offer a service or product with the same quality, price and similar conditions.

## Sustainability Audit Policy

### Objective:

This policy defines the framework for action and the conditions applicable to the execution of the sustainability audits to the suppliers with the purpose of validating the compliance with the Code of Conduct for Suppliers.

### Applicability to Suppliers:

It is applicable to all suppliers of goods and services with significant risks regarding the environmental and social sustainability.

## Commitment to Animal Welfare

### Objective:

To ensure the responsible and productive sourcing model, and being aware of the possible impact on the multiple stages of the value chain, the Organization watches over Animal Welfare in all its processes, as well as in those of its partners and suppliers. Furthermore, Grupo Nutresa strives to find adequate environments for the animals throughout their development process, making sure to achieve productivity always based on sustainability criteria.

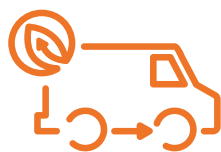
### Applicability to Suppliers:

Follow this link to find out details in this regard:



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## 2. SOURCING CHAIN REQUIREMENTS



### 2.1 Requirements for Suppliers

- General requirements Agreements
- Other requirements
- Profile of integrated management systems
- Technical conditions and permits
- Shipping standards



### 2.2 Requirements of facilities and processes

- Audit of the supplier's integrated management systems
- Other comprehensive audit forms according to the category
- Sustainability audit
- Traceability Supplier assessment
- Assessment of allergens
- Commercial security supplier assessment



### 2.3 Product requirements

- Brief
- Standardized technical data sheet
- Protocols with special requirements according to the product



### 2.4 Other requirements according to the risk analysis

- Commercial security requirements
- Marketers and brokers
- Contracts and clauses





## 2.1 REQUIREMENTS FOR SUPPLIERS

### General Requirements

**Documents required for the registration process.** In order to register a new supplier in our system, Grupo Nutresa requires the supplier to submit the following legal documents, which will be validated at any time of the commercial relation:

- Self-withholding agent and/or major taxpayer resolution (if applicable), or an equivalent document according to each country.
- Commercial registry, incorporation document/deeds or an equivalent document (currently valid).
- Tax identification number.
- Bank certificate.
- Letter of authorization for money transfers.
- Photocopy of the legal representative's citizenship ID or an equivalent document according to each country.
- Additionally, the supplier must be willing to update these documents upon request by Grupo Nutresa through the channels available for such purpose.
- Personal data processing authorization.
- Financial statements of the past two years.

### Agreements

- The supplier must be willing to sign Grupo Nutresa's policy compliance statement, which includes the Code of Conduct for Suppliers that is part of the Company's Code of Corporate Governance and establishes the standards of conduct for the

daily activities in and with the Organization's local and international companies. Furthermore, it determines the commitment to respect ethical principles with regard to the Government, the community, the shareholders and all other investors. These principles are mandatory criteria for the interpretation and application of this Code, as well as the Organization's vision, mission, corporate philosophy and strategic goals.

- All suppliers must have their own code of conduct for their respective suppliers, and it must include sustainability components.

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- The supplier must perform the Global Compact self-assessment and must commit to comply with its ten principles. Grupo Nutresa, as a member of the United Nations Global Compact, extends its commitment and promotes these practices among its suppliers. The Global Compact is a voluntary initiative led by the United Nations to promote sustainable development by means of ten management principles.

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- The supplier must sign the letter of warranty in a format defined by Grupo Nutresa. It is gradually requested according to the risk established by the Organization.

## Other Requirements

- The supplier must be willing to fulfill the requirements included in Chapter 2.4 of this document according to the type of supplier or category.
- The supplier must sign confidentiality and exclusivity clauses, as well as service-level agreements and/or contracts according to the project or the material that will be supplied.
- The supplier must participate in training sessions, projects and initiatives organized by Grupo Nutresa.
- **Sanitary Statement or Approval:** The supplier must be willing to submit a currently valid sanitary statement or approval issued by the competent authority in accordance with the applicable laws of the corresponding country.
- **Emissions Permit:** The supplier must be willing to submit the last currently valid emissions permit or the corresponding document according to the country (if applicable to the supplier).

## Integrated Management System Profile

Grupo Nutresa requests the submission of the information about the Integrated Management Systems implemented by the suppliers with the respective certifications in order to have knowledge on the standards implemented across the sourcing chain and the management of the processes. Therefore, we ask all suppliers to submit the corresponding information as applicable. If the supplier has been granted any certifications, copies of the currently valid certificates should also be submitted. In addition, all suppliers must keep all the information and documents updated.

## Technical Conditions and Permits

All permits and technical conditions, such as the Good Manufacturing Practices and all the corresponding environmental permits and licenses, must be ensured and maintained in such a way that all risks are reduced to acceptable limits or eliminated altogether.

- **Water Use and Disposal Permit:** The supplier must be willing to submit the last currently valid emissions permit or the corresponding document according to the country (if applicable to the supplier).

## Shipping standards

The Shipping Standards are the requirements of the shipments of materials to Grupo Nutresa's production plants, and they are part of the follow-up conducted to the performance of our suppliers. All suppliers must be willing to comply with these standards in all deliveries.

The failure to submit any required document or the breach of any standard could cause complaints or rejections during the reception process at the warehouses and adversely affect the supplier's global performance score in the corresponding audit. These standards include the detailed requirements established in the following annexes.

**SEE ANNEX 1 Shipping standards**

**SEE ANNEX 2 Bar code marking**

**SEE ANNEX 3 Freight vehicle, tanker truck and container inspection forms**

## 2.2 REQUIREMENTS OF FACILITIES AND PROCESSES

### Sustainability references

The evolution of the responsible sourcing chain standards over time has been considerably dynamic and demanding for Grupo Nutresa's companies. The list below includes all the applicable standards and those for which at least one of Grupo Nutresa's companies have been certified or those that the Company uses as references. These standards have been an endeavor aimed at improving the capabilities in the processes and facing the challenges of the markets where the Organization operates. However, Grupo Nutresa does not neglect

the legal references that in some cases are above said standards and which transcend the operation towards our suppliers with requirements and provisions that must be standardized. Moreover, the sustainability standards are increasingly important and their implementation must be aligned with both the management systems and the sourcing chain. They are a key inducer in the management of the responsible sourcing.

### References regarding management systems

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>• Good manufacturing practices (GMF).</li><li>• ISO 9001</li><li>• ISO 14001</li><li>• ISO 45000</li><li>• HACCP</li><li>• BRC</li></ul>          | <ul style="list-style-type: none"><li>• BASC</li><li>• AEOs</li><li>• IFS</li><li>• FSSC 22000</li><li>• IFOAM</li><li>• SQF</li><li>• ISO 31000</li><li>• FSMA</li></ul>   | <ul style="list-style-type: none"><li>• C-TPAT</li><li>• Kosher</li><li>• HALAL</li><li>• EFR (Familiarly Responsible Company)</li><li>• Fairtrade</li><li>• Equipares</li></ul> |
| <ul style="list-style-type: none"><li>• Global Reporting Initiative</li><li>• The Global Compact</li><li>• ILO</li><li>• Dow Jones Sustainability Indices</li><li>• Fairtrade</li></ul> | <ul style="list-style-type: none"><li>• Food Alliance</li><li>• The CEO Water Mandate</li><li>• SAFA</li><li>• Rainforest</li><li>• BSCI</li><li>• Ecovadis</li><li>• Smeta</li><li>• GMO Compass</li><li>• FAO</li></ul> | <ul style="list-style-type: none"><li>• Sustainable Dairy Farming</li><li>• SA 8000</li><li>• IPCC</li><li>• SASD</li><li>• SASB</li></ul>                                       |

**To address the risks and opportunities with regard to the management systems and sustainability, three types of audits have been defined** (which are conducted by Grupo Nutresa or a third party): an audit of the integrated management systems, a sustainability audit, and a commercial security audit. These audits are applicable to all of our suppliers and will be conducted gradually according to the corresponding risk.



## Audit of the Integrated Management Systems and general note for Suppliers of Materials

The **Audits of the Integrated Management Systems** are aimed at the requirements of the integrated management systems and focused on the suppliers that may have a greater effect on the quality and safety of the products, without neglecting other supplementary systems. The purpose of this assessment is also to have metrics of the commercial and logistic performance.

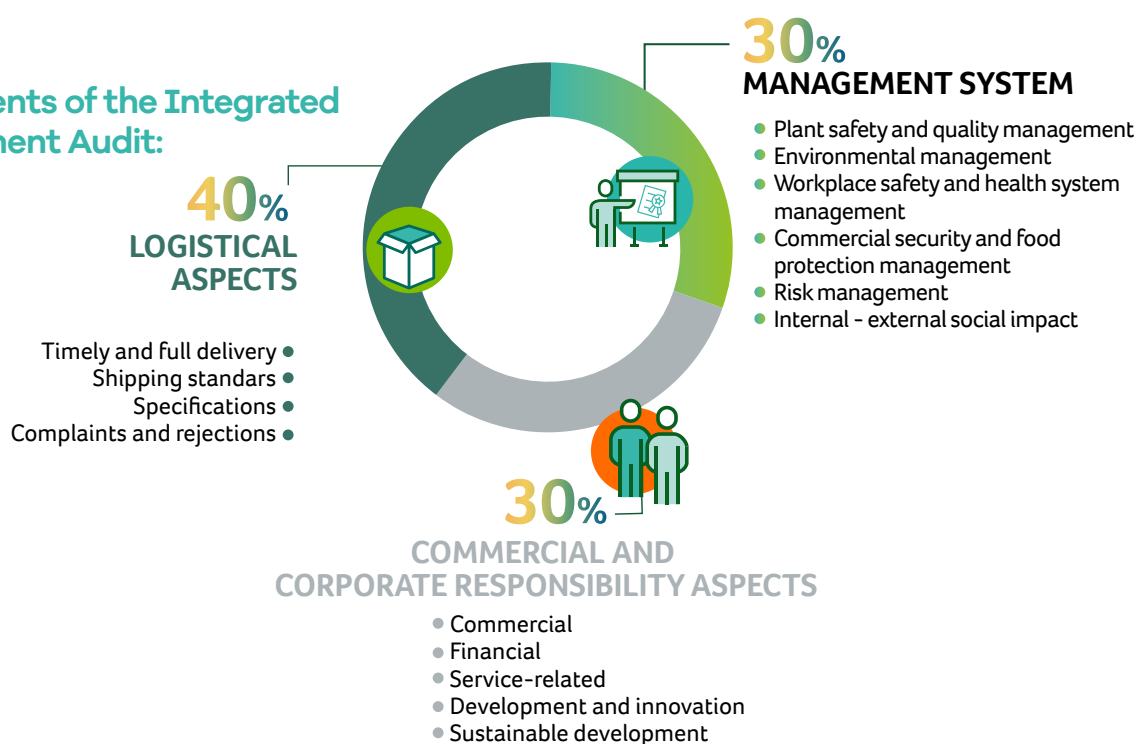
The audits of the integrated management systems may be conducted on-site by Grupo Nutresa personnel, on-site by a competent third party, or by means of self-assessment depending on the risk and location of the supplier.

Additional documents may be requested for the audits, such as programs and records demonstrating the fulfillment of the aspects assessed. Some base level or administrative employees may also be interviewed.

These assessments allow to identify improvement opportunities and facilitate the management activities performed by our suppliers, jointly aligning thus the supplier development strategies.

In some cases, these audits can be validated with management system certifications of the production plant or, in the case of marketers, with certifications of the manufacturers.

### Components of the Integrated Management Audit:



The following are the details of the requirements as per dimension assessed for our suppliers of Direct Materials



### Criteria regarding Integrated Management Systems

- **UniForm:** The uniform code must comply with the provisions of the applicable law.
- **Health conditions of employees:** The monitoring of the health conditions must comply with the provisions of the applicable law.
- **Hygiene practices and hand washing:** Assurance of the personnel's hygiene practices and availability of means.
- **Surroundings:** Adequate management, cleaning and control of the outdoor areas.
- **Quality and safety training:** The continuous food handling training must comply with the provisions of the applicable law.
- **Buildings:** Protection of the facilities and compliance with the regulations applicable to the infrastructure.

- **Electrical and other installations:** The electrical installations must be made with adequate piping and must be duly identified and marked to ensure their safety.
- **Order:** Use of the necessary elements and management of associated risks.
- **Cleanliness:** Master Cleanliness Plan and management of associated risks.
- **Equipment and tools:** Sanitary condition, design and location of the equipment and tools.
- **Reception of raw materials and packaging materials:** Reception, storage conditions and necessary control measures for the associated risks.
- **Control measures for the process and the finished products:** Production, production conditions and control measures (quality plans) necessary for controlling or eliminating the associated risks (physical, chemical, biological, fraud-related and other) to ensure the quality, safety and security of the products. It must include the process flow control measures and the cross-contamination prevention measures.
- **Storage of finished products:** Storage conditions and necessary control measures for the risks associated with the storage of finished products.
- **Vehicle inspection:** Dispatch conditions, procedures and records.
- **Specifications and technical data sheets:** Processing of and response to the requirements, and support documentation related to the technical data sheet.
- **Identification and control of hazards:** Identification and control or elimination of hazards throughout the entire process according to the HACCP methodology.
- **Pest control program:** Documented program. Adequate implementation of the program. Related forms and records. Third party certificates.
- **Pest control devices and pesticides:** Adequate devices and correct use of devices and pesticides.
- **Control measures for foreign materials and devices:** Program documented according to the risk, control mechanisms, adequate implementation of the program in addition to the corresponding forms and records.
- **Monitoring of devices for the control of foreign materials:** Procedure and record of verification of the control mechanisms.
- **Calibration of devices for the control of foreign materials:** Procedure and records of calibration and verification of the control mechanisms.
- **Identification of allergens:** Identification / Marking / Labeling / Separation according to the risk for raw materials, semi-prepared and finished products.
- **Control measures for allergens, dosage and use:** Program documented according to the risk, control mechanisms, adequate implementation of the program in addition to the corresponding forms and records.
- **Marking / Labeling. Allergens and/or GMOs:** Labeling of products in accordance with the applicable standards and Grupo Nutresa's additional requirements.
- **Equipment calibration program:** Program documented according to the risk, control mechanisms, adequate implementation of the program in addition to the corresponding forms and records.
- **Metrological assurance equipment:** Management, conservation and traceability of the patterns and/or third party certification.
- **Sourcing (Tanks/Network):** Storage tanks with adequate design, maintenance and capacity according to the applicable standards and the associated risk.
- **Water and air quality control measures:** Water quality control and air quality control in special areas in controlled environments as applicable regarding the risk (physical, chemical and microbiological control). Records of said control measures.
- **Traceability and batch record:** Documented traceability program. Identification / codification to ensure the traceability in the product. Exercise for the traceability of materials. Product recall drills.
- **Control measures and marking of chemical substances:** Program documented according to the risk and control mechanisms. Adequate implementation of the program in addition to the corresponding forms and records.
- **Chemical substance storage requirements:** Identification, safety data sheets / emergency cards / compatibility matrix, adequate storage according to the risk.

- **Use and transport of chemical substances:** Both the transport and the use must comply with the provisions of the applicable law and the associated risk.
- **Integrated waste management:** Program documented according to the risk and the applicable regulations, control mechanisms, adequate implementation of the program in addition to the corresponding forms and records.
- **Emission control:** The emission control must comply with the provisions of the applicable law.
- **Water disposal control:** The emission control must comply with the provisions of the applicable law.
- **Noise control:** Noise must be controlled in accordance with the risk and with the legal parameters.
- **Environmental improvement programs:** Program documented and implemented in accordance with the applicable regulations, the environmental impact on the natural resources and the environmental aspects. Goals and follow-up.
- **Negative environmental impact:** Over the past 12 months, there have not been any complaints of legal breaching or complaints by stakeholders with regard to environmental matters in favor of the complainant (noise, air, waste, water disposal).
- **Use of personal protection elements:** Disposition, use and verification of adequate personal protection elements for the risk.
- **Signposting and evacuation routes:** Signs referring to safety measures, use of personal protection elements, hygiene practices, evacuation route signaling, emergency exits.
- **Equipment (Fire extinguishers):** Fire extinguishers installed adequately (location, amount, type, expiration).
- **Fire safety master plan:** The fire safety master plan must be adequate with regard to the risk and it must be correctly implemented.
- **Safe behavior:** Correct use of personal protection elements, safe behavior and compliance with the safety standards.
- **Training in workplace safety and health:** High-risk work certifications. The company has qualified personnel for implementing and managing occupational safety and health.
- **Stakeholder safety management:** Validation of the information on suppliers, customers, employees and access control.
- **Operation safety:** Physical safety system, information security (backup, confidentiality contracts). Transport safety, container seals.
- **Management and final disposal of non-compliant products:** Safety from the storage to the final disposal of non-compliant products. Protection against fraud, control of packaging material with Grupo Nutresa's markings.
- **Comprehensive risk management program:** Matrix or map for the assessment of risks associated with people, finance, reputation, strategy and/or the environment, and treatment measures related to the continuity of the operations in case of an event.
- **Integrated management system self-inspections:** Adequate implementation of programs focused on internal inspections to integrated management systems and management of findings.
- **Supplier assessment:** Program documented and implemented on the basis of the risk assessment. Assessment records and improvement plans.
- **Internal social impact:** The supplier must have policies, initiatives and/or mechanisms in place for supporting the work-family balance, extra-legal benefits, mass events, work environment assessment, mechanisms to support gender equality, mechanisms to fight work violence and persecution in all its forms (discrimination, harassment). The supplier must also have accessible internal communication channels in place to report complaints or non-compliances.
- **No evidence of internal social impact (-):** Over the past 12 months, there have not been any complaints in favor of the employee or noncompliance regarding internal social impact aspects; labor or workplace safety and health.
- **External social impact:** Method of migration or promotion of good sustainability practices among its suppliers or external stakeholders. Community assistance programs in place.
- **No evidence of external social impact (-):** Over the past 12 months, there have not been any complaints in favor of the complainant with regard to environmental aspects or the impact on the health of customers/consumers.



## Commercial criteria and corporate responsibility aspects

- **Term of payment:** The payment terms must be aligned with the policies established by Grupo Nutresa.
- **Competitive prices:** The prices must be competitive in accordance with the market.
- **Alignment with the cost inducers:** The supplier must be permanently aware of any modification in the cost inducers for reviewing them in the periods established in the category.
- **Strategic development and vision:** Vision and strategy aligned with Grupo Nutresa's objectives in the dimensions of sustainability, innovation and profitable growth.
- **Compliance with the agreed lead time:** It must fulfill the established agreements.
- **Minimum orders:** It must fulfill the established agreements.
- **Flexibility when serving rush orders:** Contingency response.
- **Technical assistance, after-sales service and training:** It must fulfill the established agreements.
- **Timeliness in the response to requests:** Timeliness in the response to additional requests and use of the collaborative tools for fulfilling the requests.
- **Timeliness in the R+D response:** Timeliness in the response to product design and redesign cases.
- **Participation in Grupo Nutresa's training programs:** The supplier must pay attention and participate in the free-of-charge training activities promoted by Grupo Nutresa for the development of capabilities and skills. Response to open participation invitations or invitations to participate in development initiatives and programs.
- **Innovative proposals (any aspect):** The supplier must incorporate innovation as a competitive advantage.
- **Future improvement plans:** The supplier must have a vision of future improvement.
- **Mechanisms for the freedom of association:** The supplier must have support mechanisms, policies or equivalent instruments that state the support and defense of the freedom of association. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or non-compliances with regard to the freedom of association.
- **Evidence of freedom of association:** Over the past 12 months, there have not been any internal complaints with regard to threats to the freedom of association and collective bargaining.
- **Control mechanisms to prevent child labor:** The fight and the measures taken against child labor must be included in policies or equivalent instruments. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or non-compliances.
- **No evidence of child labor:** Over the past 12 months, there have not been any internal complaints with regard to cases of child labor. There is no evidence of child labor.
- **Control mechanisms to prevent forced labor:** The working hours are fulfilled in accordance with the regulations. The suppliers must have policies or equivalent instruments that state their fight and measures taken against forced labor, coercion to impose extemporaneous work, threats of dismissal, requests of deposits or warranties to perform the job, inadequate working conditions that put their integrity at risk. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or non-compliances.
- **No evidence of forced labor:** Over the past 12 months, there have not been any internal complaints with regard to forced labor sentenced in favor of the employee.





## Logistical criteria and performance

- **Complete deliveries:** Fulfillment of the ordered amounts.
- **Timely deliveries:** Fulfillment of the order deadlines.
- **Shipping standards:** Compliance with the shipping standards of each order.
- **Specifications:** Compliance with the specifications by means of quality plans and internal inspections by Grupo Nutresa.
- **Complaints and rejections:** Number of complaints and rejections.
- **Timeliness in the response to complaints and rejections:** Timely response to notices of complaints, rejections, aspects to improve and associated action plans.

SEE ANNEX 1: Shipping standards

## Other Forms for Integrated Management System Audits by Input or Sourcing Category

The foregoing requirements are applicable to the majority of our suppliers. However, there are special forms for some specific categories. Said forms are listed below:

### Marketer Supplier

The form includes requirements focused on:

- Marketer's knowledge on the manufacturer.
- Procedures and aspects related to assessment, control and follow-up.
- Management of traceability, complaints and rejections.
- Product inspection.
- Aspects related to sustainability, internal policies, environmental and social impact.
- Commercial aspects.

### Coffee

The form includes requirements focused on:

- Facilities and equipment.
- Environmental management, tidiness and organization.
- Quality management: certifications, quality control and compliance with technical standards and traceability.
- Pest control.
- Industrial safety and occupational health.
- Code of conduct, sustainability and Familiarly Responsible Company (legal, labor and environmental criteria, well-being for employees and their families).



### Cocoa Middlemen

The form includes requirements focused on:

- Cocoa quality and safety, and good manufacturing practices.
- **Environmental dimension:** waste separation and disposal, water disposal, pest control methods, and environmental impact.
- **Social dimension:** Human and labor rights, workplace safety and health, and internal and external social impact.
- **Economic dimension:** Policies and control measures focused on fraud, money laundering and terrorism financing.

### Cold Cuts: Livestock

The form includes requirements focused on:

- General aspects (ranch selection, ownership accreditation, mandatory traffic accident insurance [SOAT]).
- Mobilization guide.
- Environmental management (gas emission, waste, mortality).
- Aspects related to sustainability, internal policies, environmental and social impact.
- Commercial aspects.
- Logistical aspects and performance.

### Cold Cuts: Livestock Auctions

The form includes requirements focused on:

- Health standards and control of penned animals.
- Environmental management (gas emission, waste, mortality).
- Aspects related to sustainability, internal policies, environmental and social impact.
- Commercial aspects.
- Logistical aspects and performance.

### Pig Farming

The form includes requirements focused on:

- Control of veterinary medicinal products and agricultural and livestock supplies.
- Environmental management (waste, mortality, water, legality of the water resources, water disposal permit, water supply tank).
- Aspects related to sustainability, internal policies, environmental and social impact.
- Commercial aspects.
- Logistical aspects and performance.

### Agricultural and Livestock Sustainability and Integrated Management System Form

The form includes overarching requirements and several requirements focused on a specific category:

- Milking practices.
- Animal welfare.
- Good agricultural practices.
- Harvesting routines.
- Post-harvest practices; Processing.
- Collection or storage centers.
- Use and quality assurance of water, soil and air.
- Product transport.
- Impacts of environmental programs and indicators.
- Impacts of social programs and indicators.
- Occupational health and safety.
- Aspects related to sustainability and internal policies.
- Management of chemical substances.
- Transport conditions.
- Control of foreign materials.
- Commercial aspects.
- Training programs.

### Livestock Production

The form includes requirements focused on:

- Control of veterinary medicinal products and agricultural and livestock supplies.
- Environmental management (waste, mortality, water, legality of the water resources).
- Aspects related to sustainability, internal policies, environmental and social impact.
- Commercial aspects.
- Logistical aspects and performance.

### CONCEPT/VERDICT

- **Favorable Plus:**  
Higher than 90%
- **Favorable:**  
Between 81% and 90%
- **Favorable conditioned:**  
Between 61% and 80%
- **Non-favorable developable:**  
Between 41% and 60%
- **Non-favorable:**  
Lower than 41%





## Sustainability Audit

Grupo Nutresa has stated its commitment to sustainability across the entire supply chain, ensuring the fulfillment of ethical practices and behavior in its operations and with its stakeholders, among other aspects. In accordance with this commitment, the Organization has defined a code of conduct with the purpose of regulating the relations with our stakeholders. This code is also aimed at establishing a common framework that enables mechanisms for the verification of the compliance with standards, conditions and relations inherent to the work with suppliers of goods and services, as well as customers participating in our operations.

To verify the compliance with the Code of Conduct, Grupo Nutresa has established a program of sustainability audits that allow to measure and assess the performance of our stakeholders with regard to the sustainability components. This program also allows to propose measures focused on strengthening

their corporate social responsibility.

The sustainability audits will be focused on the verification of the social and environmental performance and on aspects related to: **production practices, labor practices, human talent management, relations with suppliers, legal compliance, Human Rights, interactions with the community and protection of the environment, among other risks associated with sustainability.**

The execution of the audits may be performed by an agent independent of the commercially related parties with the purpose of ensuring the independence of the results. For the execution of the audits, the corresponding notice will be provided in advance via email to the suppliers or customers, informing the name of the auditing agent, the scope of the audit and the method of shared payment.

The assessment consists of four axes:

### SAFETY AND HEALTH IN THE WORKPLACE

- Policy/Risks Decrees 1072/SGSST
- Internal social impact
- Education and training

### SERVICE PLATFORM

- Product-related responsibility
- Information security
- Customers and consumers

### ORGANIZATION

- Values and ethical principles
- Commercial security and fair operation practices
- Human Rights
- Environmental

### LABOR

- Labor, Decree 583 of 2016
- Occupational well-being



The decrees related to the “labor” and “safety and health in the workplace” axes, as well as their subsequent amendments, are applicable in Colombia but they are not the only applicable regulations. Equivalent standards are also included in the countries of origin of our suppliers’ manufacturing processes.





## Traceability

Defined in terms of food safety, traceability is the capability to track the path of semi-prepared goods, raw materials or packaging materials throughout the specified stage or stages of production, processing and distribution from the sourcing chain to the end of their life cycle.

This selection of a traceability system is influenced by the regulations, the characteristics of the product and the

risks associated with the chain (Adapted from the NTC 22005–2009 project [Colombian Technical Standard]). Our suppliers must have a traceability program in place, as well as a product recall program designed according to the identified risks. At any time or during the audits, a traceability exercise and/or product recall may be requested, which should include the support documentation for all the stages of the process.

## Other Sustainability Audit Forms according to the goods or sourcing category

### Marketer Supplier

In addition to the general sustainability criteria, the form includes requirements focused on:

- Marketer's knowledge on the manufacturer regarding sustainability matters.
- Management of traceability, complaints and rejections.
- Product inspection.
- Aspects related to sustainability, internal policies, environmental and social impact.
- Assessment of the company's suppliers, including variables related to efficiency, quality, environmental criteria and social criteria.

### Agricultural and Livestock Supplier

In addition to the general sustainability requirements, the form includes requirements based on the categories or production methods, which are focused on:

- Good agricultural practices.
- Regulations regarding specific environmental impacts (soil, water, air).
- Animal welfare.
- Biosecurity.
- Biodiversity.
- Good milking practices.
- Good post-harvest practices.
- Sustainable agricultural and livestock production.

## Supplier Assessment

Our suppliers must have their own supplier selection and assessment program in place, which should be based on the level of criticality and should include on-site visits. A supplier assessment may be requested at any time or during the audits.

## Assessment of Allergens

In the case of suppliers that provide or process goods deemed as critical with regard to allergens in their production plants, the respective audit may include a diagnosis associated with the specific risk.

**SEE ANNEX 4 Protocol for allergens and related forms**

## Commercial Security Assessment

Nowadays, the supply chain not only has quality-related, environmental and/or social demands, it also has demands related to the physical security of the processes required for the export and import activities. In the case of suppliers or operations that intervene in the import and export process and are deemed critical for the commercial security system, the audit will include, but will not be limited to, the following criteria:

- Commercial security certifications.
- Control of physical access.

- Physical security.
- Cybersecurity.
- Control of documents.
- Security in the process of handling containers and other cargo units.
- Personnel security.
- Commercial security and knowledge-on-third-parties system.
- Sanitary and phytosanitary security.
- Contingency plan.

SEE ANNEX 8 Commercial Security Requirements

Nowadays, the supply chain not only has quality-related, environmental and/or social demands, it also has demands related to the physical security of the processes required for the export and import activities. In the case of suppliers or operations that intervene in the import and export process and are deemed critical for the commercial security system, the audit will include, but will not be limited to, the following criteria:

## 2.3 PRODUCT REQUIREMENTS

The requirements of each material depend on its characteristics. The materials must always comply with the regulations of both the country where they were manufactured and the country of destination where Grupo Nutresa's plant or plants are located.

In accordance with the country of destination for our finished products or in absence of technical regulations for the material in the country of origin and/or destination, it is necessary to comply with the requirements established by the Codex, the FDA and the European Regulations. Internal validations (laboratory analyses) will be conducted according to the frequency established in the quality plans. Said validations will be managed by the respective Grupo Nutresa company and their purpose is to confirm the information submitted by the supplier.

The requirements will be formalized by means of the following documents:



### Brief

**The technical specifications and conditions of the material are established according to the supplier's Technical Data Sheet, the aforementioned requirements and special requirements of the business. These agreements are documented in a brief-type format when dealing with new goods, or directly in our Standardized Technical Data Sheet tool.**

**The following certifications or instruments may be requested as part of the special requirements: organic certification (NOP, JAS, among other), certified-origin milk, environmental seals, Kosher, Halal, RSPO, GMO-free, among other.**

**The Brief is applicable for the acquisition of raw materials.**



### Standardized Technical Data Sheet

The supplier must submit the agreed specifications, support documents, laboratory tests and representation letters through our standardized technical data sheet tool (special analyses, graphic materials, ink prints, microbiological analyses, physicochemical analyses, color charts, among other).

The support documentation may include documents such as: safety data sheet, nutrition facts chart, physicochemical and microbiological analyses, special analyses such as pesticides, contaminants, antibiotics. Samples may be taken to validate these materials.

In the case of the materials that make direct contact with the food, the requirements stated in full detail in the Protocol for materials that make contact with food products must be included in our standardized technical data sheets tool. The Standardized Technical Data Sheet is applicable to raw materials and materials that make direct contact with the food.

**Important note:** If there is a change in the information stated by means of the technical data sheets or in the corresponding support documents, it must be informed and updated by means of the tool defined for managing these documents for their subsequent review and validation.

## Protocols with special requirements according to the product supplied

As part of the special requirements according to the product and the needs, product certifications may be requested, such as organic certification (NOP, JAS, among other).

In accordance with the internal risk analysis of the material, the suppliers are required to comply with specific protocols, which may include representation letters in formats established by Grupo Nutresa. These letters would be required during the stages of negotiation and approval of supplies (allergens, GMOs, contact with the food products, contaminants; see annexes). When laboratory analyses are required, they should be conducted by accredited laboratories.

**SEE ANNEX 4 Protocol for allergens**

**SEE ANNEX 5 Protocol for GMOs**

**SEE ANNEX 6 Protocol for materials that make contact with food products**

**SEE ANNEX 7 Protocol for requirements related to contaminants**

## 2.4 REQUIREMENTS FOR SUPPLIERS THAT PROVIDE CONTINUOUS SERVICES

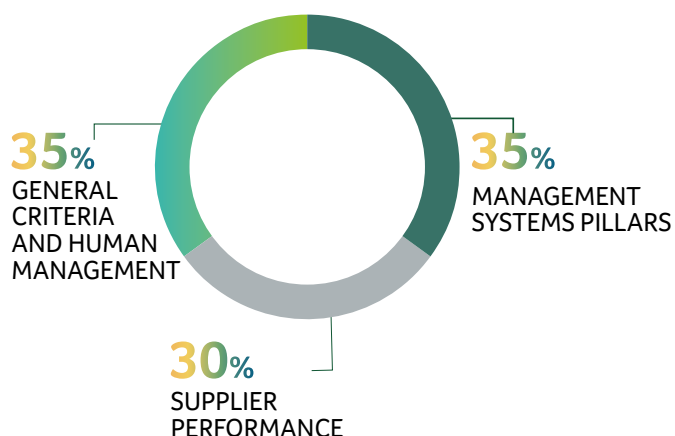
This manual is applicable to all the contractor and subcontractor companies, and to all freelance workers executing any type of activities in favor of any of Grupo Nutresa's companies in Colombia.

The Handbook for Contractors includes the general standards for contractors and requirements related to occupational health and safety, the environment, quality, biosecurity and the contractor staff inside the Grupo Nutresa companies' facilities.

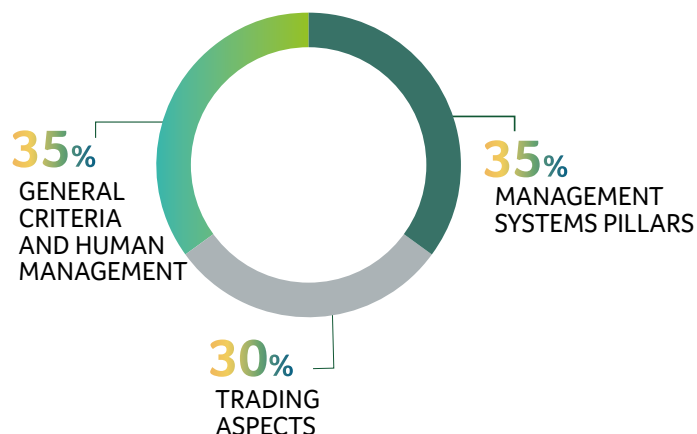


[CLICK HERE](#)

**Dimensions of the follow-up audit:**



**Dimensions of the selection audit:**



**Note:** If during the year in progress the supplier undergoes a sustainability audit, such audit will replace the follow-up assessment for the General Criteria and Human Management & Management Systems pillars, which have a total rating weight of 70%.

## 2.5 OTHER REQUIREMENTS ACCORDING TO THE RISK ANALYSIS

In accordance with the type and/or category of the supplier, the materials provided by said supplier and their volume, the compliance with additional requirements may be demanded, such as:

### Commercial security requirements

For the suppliers of Grupo Nutresa's production plants with the Commercial Security Certification and according to the risk analysis for said system, it is necessary that they comply with the requirements stated in full detail in the Commercial Security Requirements annex.

**SEE ANNEX 8 Commercial Security Requirements**

### Marketers and Brokers

These conditions are applicable to Group Nutresa's production plants with BRC standards implemented. It is necessary that the marketer suppliers that supply these production plants comply with the following requirements:

Statement of supply sources, integrated management system certificates of the manufacturers, traceability exercise, and letter of commitment to update the information about supply sources.

**SEE Annex 9 Requirements for BRC Marketers**

### Contracts and clauses

The suppliers must comply with the following requirements in accordance with the type of supplier, materials, project or project to perform: contracts and clauses, specific covenants, confidentiality or exclusivity agreements, and service-level agreements.

**SEE ANNEX 10 Service-Level Agreement Model**

## 2.6 SERVICES AND REQUIREMENTS DURING THE SOURCING PROCESS

During the entire material sourcing process in Grupo Nutresa's production plants and with the purpose of ensuring the traceability of all our operations and the quality of the information related to said process, all suppliers must submit and/or update the information regarding the management of complaints and rejections, aspects to improve, deadline compliance, delivered-amount compliance, update of information, update of weight information, continuous replenishment, update of prices, and update of EAN information.

**See Chapter 4 (17 to 24). Sourcing services and requirements on Grupo Nutresa's on-line portal.**





# 3. HANDBOOKS OF GOOD PRACTICES

## HANDBOOK GUIDE

Grupo Nutresa has created a series of Handbooks of Good Practices to share them with our suppliers. We encourage all of our suppliers to ask the corresponding Grupo Nutresa contact person for the respective applicable handbooks.



### Technical Handbooks for Cocoa Farmers

- Cocoa Processing Handbook 2008.
- Good agricultural practices for growing, processing and marketing cocoa.
- Handbook on the Cocoa Pod Borer.
- Cocoa beans and their quality.
- Sexual compatibility characteristics of some cocoa tree clones and their application in commercial plantations.



CLICK HERE



### Requirements for the supply of green coffee

- Its purpose is to inform green coffee suppliers about the requirements with regard to ethical principles, policies, product parameters, logistics and good agricultural practices.



### Guide of sustainability actions for the production and sourcing of milk

- Its purpose is to inform milk producers about the requirements of good practices with regard to the milking process, the facilities and the collectors, and to encourage them to implement them.



CLICK HERE



### Clean Transport Handbook

- It provides information related to the environmental impact of the activity and a methodology for calculating the carbon footprint, among other contents. It promotes the creation of plans and projects focused on reducing the greenhouse gases and it includes good practices with regard to the land freight transport activity.



Volumen 1

CLICK HERE



Volumen 2

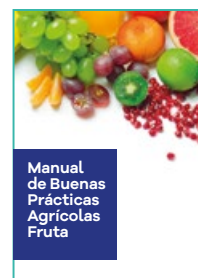
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## Handbook of Good Agricultural Practices: Fruits

- Its purpose is to inform fruit produce suppliers about the requirements of good agricultural practices with regard to the cultivation and the post-harvest produce handling process, and to encourage them to implement them.

Internal-Use Document



### Durum Wheat

- Its purpose is to help the producers to improve the wheat production conditions and to implement good agricultural practices.



CLICK HERE



### Guide for the primary production of beef:

- Its purpose is to provide the suppliers with a guide of good agricultural practices to strengthen the traceability and improve the sanitary quality of their products.



CLICK HERE



### Packaging Eco-Design Manual:

- Its objective is to identify materials and designs for packaging solutions that enable an efficient use of resources, considering the subsequent recovery and/or reincorporation of such packaging solutions back into the production chain.

Internal-Use Document

## 4. REQUIREMENT MANAGEMENT SUMMARY GUIDE

SUBJECT OF INTERACTION OR REQUIREMENT	SCOPE BY TYPE OF SUPPLIER	MANAGEMENT METHOD	VALIDITY TERM	SPECIFIC TIME FOR COMPLIANCE	COMMUNICATION AND MANAGEMENT TOOL
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### SUPPLIER-LEVEL REQUIREMENTS

1.	Documentation for registration.	All suppliers.	Managed through the supplier registration tool.	One year	Prior to the start of the commercial relation.	Registration-related tools for suppliers. Communicate with each negotiator. Note: If you would like to register as potential supplier of materials or services to Grupo Nutresa, please click on Offer of products and services.  <a href="https://gruponutresa.com/">https://gruponutresa.com/</a> in the Suppliers section
2.	Compliance statement.	All suppliers.	Signing the compliance statement. All suppliers must have their own code of conduct for their respective suppliers, and it must include sustainability components.	Indefinite (or when required as per update).	During the registration of the supplier. Current suppliers: during the web portal activation process.	Supplier registration tool. Data update <a href="#">CLICK HERE</a>
3.	Global Compact Self-Assessment.	All suppliers.	Conducting self-assessment.	Indefinite (or when required as per update).	Current suppliers: during the "data update" activation process.	Web Portal for Suppliers <a href="#">CLICK HERE</a>
4.	Letter of continuous warranty.	According to the risk level.	Enclosing letter of warranty signed and legally formalized with the proposed format.	Indefinite (or when required as per update).	Suppliers of the portfolio included in the program.	Comprehensive management of suppliers <a href="#">CLICK HERE</a>
5.	Integrated Management System Information and Certificates.	According to the risk level.	Statement and annexes proving management systems implemented and certified. For distributors and brokers: both their own and the manufacturers' certificates are deemed valid.	Validity term of the documents.	Suppliers of the portfolio included in the program.	Comprehensive management of suppliers <a href="#">CLICK HERE</a>
6.	Information about permits and applicable technical conditions	According to the risk level.	Statement and annexes of the applicable permits (environmental or technical). Currently valid sanitary permits and environmental permits.	Validity term of the documents.	Suppliers of the portfolio included in the program.	Comprehensive management of suppliers <a href="#">CLICK HERE</a>

	SUBJECT OF INTERACTION OR REQUIREMENT	SCOPE BY TYPE OF SUPPLIER	MANAGEMENT METHOD	VALIDITY TERM	SPECIFIC TIME FOR COMPLIANCE	COMMUNICATION AND MANAGEMENT TOOL
7.	Shipping standards	According to the risk level.	Fulfilling shipping standards requirements.	Indefinite (or when required as per update).	Suppliers of the portfolio included in the program.	Comprehensive management of suppliers <a href="#">CLICK HERE</a>



## PLANT/PROCESS-LEVEL REQUIREMENTS

8.	Being audited for the Integrated Management System and/or for sustainability, and submitting the action plan for the aspects to improve.	Suppliers audited based on risk management.	Supplier assessment action plan.	Validity term of the assessment.	No more than 30 days after the audit is performed.	Products: <a href="#">CLICK HERE</a> Services: <a href="#">CLICK HERE</a>
9.	Traceability	All suppliers.	Having a traceability process in place and performing a traceability exercise and/or with proof of product recall drills.	As requested.	As requested.	Nutresa applications or SAP portal for suppliers <a href="#">CLICK HERE</a>
10.	Supplier Assessment.	All suppliers.	Having their own supplier assessment process in place.	As requested.	As requested.	Products: <a href="#">CLICK HERE</a> Services: <a href="#">CLICK HERE</a>



## PRODUCT-LEVEL REQUIREMENTS

11.	BRIEF Specifications and support documents of the lab analyses as applicable.	Raw materials, semi-prepared materials, finished products.	Filling out BRIEF form with the requirements by law from countries of both origin and destination, and special requirements negotiated. Commitments and frequencies of analysis.	During the process of supply of the materials.	During the negotiation stages.	Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application: <a href="#">CLICK HERE</a>
12.	TECHNICAL DATA SHEET Specifications and support documents of the lab analyses as applicable.	Raw materials, semi-prepared materials, finished products and packaging material that will make direct contact with the food product.	Filling out TECHNICAL DATA SHEET form and enclosing the applicable support documents.	During the process of supply of the materials. The support documents will have specific renewal frequency requirements according to each type of analysis.	The technical data sheet must be approved since the first purchase.	Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application: <a href="#">CLICK HERE</a>



	SUBJECT OF INTERACTION OR REQUIREMENT	SCOPE BY TYPE OF SUPPLIER	MANAGEMENT METHOD	VALIDITY TERM	SPECIFIC TIME FOR COMPLIANCE	COMMUNICATION AND MANAGEMENT TOOL
13.	Special product requirements.	Raw materials, packaging materials and other.	Product certifications For instance: organic certification (NOP, JAS, among other), certified-origin milk, environmental seals, Kosher, Halal, RSPO, GMO-free, etc. Special product requirements: compliance of protocols (allergens, GMOs, contract with food, contaminants, etc.).	During the supply of the materials and according to the validity term of each requirement.	Since the negotiation stage.	Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application:  Other requirements <a href="#">CLICK HERE</a>



## SPECIAL REQUIREMENTS ACCORDING TO THE RISK ANALYSIS

14.	Commercial security.	Critical suppliers included in the commercial security program.	Fulfilling and enclosing commercial security requirements.	One year	At the time of entry and every year.	Comprehensive management of suppliers. <a href="#">CLICK HERE</a>
15.	Marketer and broker.	Marketers and brokers	* Statement of sourcing sources in the established format. * Letter of commitment regarding the update of sourcing sources. Established letter guide. * Traceability exercise.	Indefinite (or when required as per update).	When supplying Grupo Nutresa companies that hold BRC certifications.	Sent via email or by means of the Comprehensive Management of Suppliers. <a href="#">CLICK HERE</a>
16.	Contracts and clauses.	Based on the risk management.	Signing specific contracts, confidentiality or exclusivity agreements, and service-level agreements.	Indefinite (or when required as per update).	At the time established in the negotiation or renegotiation, or at the start of the project.	Contract

	SUBJECT OF INTERACTION OR REQUIREMENT	SCOPE BY TYPE OF SUPPLIER	MANAGEMENT METHOD	VALIDITY TERM	SPECIFIC TIME FOR COMPLIANCE	COMMUNICATION AND MANAGEMENT TOOL
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## SOURCING SERVICES AND REQUIREMENTS ON GRUPO NUTRESA'S ON-LINE PORTAL

17.	Management of complaints and rejections, aspects to improve.	Direct materials	Performing analysis and incorporating plan for complaints and rejections.	As requested.	When a complaint or rejection occurs, or when an audit is conducted.	Web Portal for Suppliers <a href="#">CLICK HERE</a>
18.	Delivery deadline compliance.	Direct materials	Checking reports on demand.	On demand.		Web Portal for Suppliers <a href="#">CLICK HERE</a>
19.	Quantity / amount compliance.	Direct materials	Checking reports on demand.	On demand.		Web Portal for Suppliers <a href="#">CLICK HERE</a>
20.	Information update.	All suppliers.	Submitting and updating the information.	On demand.	At least once a year or when the supplier's information changes.	Web Portal for Suppliers <a href="#">CLICK HERE</a> Ariba <a href="#">CLICK HERE</a>
21.	Weight update.	Suppliers of packaging materials.	Submitting and updating the information.	On demand.	Due to changes in the weight.	Web Portal for Suppliers <a href="#">CLICK HERE</a>
22.	Continuous replenishment (SMI)	Raw material products / Packaging materials included for this service.	Visualization and replenishment through the web portal <a href="http://www.gruponutresaenlinea.com">www.gruponutresaenlinea.com</a> .	During the supply.	Permanently during the sourcing process.	Web Portal for Suppliers <a href="#">CLICK HERE</a>
23.	Price update.	Raw material products / Packaging materials included for this service.	Submitting and updating the information.	On demand.	According to the negotiation.	Web Portal for Suppliers <a href="#">CLICK HERE</a>
24.	EAN code update	All suppliers.	Submitting and updating the information.	On demand.	New product items or EAN changes.	Web Portal for Suppliers <a href="#">CLICK HERE</a>

Note: All changes in the tax identification data or in the information of the legal representative cause the need to update several requirements from the list above.

## 6. ANNEX INDEX

### ANNEX 1

#### SHIPPING STANDARDS

The shipping standards are the requirements for the shipments of materials to Grupo Nutresa's production plants, and they are part of the follow-up conducted to the performance of our suppliers. All suppliers must be willing to comply with these standards in all deliveries.

### ANNEX 2

#### BAR CODE MARKING BOOKLET

Marking the raw materials and the packaging materials by identifying them with bar codes not only allows to ensure the traceability and quick recovery of information across the entire sourcing chain, but it also allows to ensure the quality of the transactional information by means of a precise reading of the standardized bar codes with electronic means. The use of the GS1 standard guarantees a unique, global and generic identification of the item, which makes the information available to all companies, facilitating thus the exchange of information.

### ANNEX 3

#### TRANSPORT VEHICLE AND/OR TANKER TRUCK INSPECTION FORM

The vehicle inspection form is part of the shipping standards, which are the requirements for the shipments of materials to Grupo Nutresa's production plants, and they are part of the follow-up conducted to the performance of our suppliers. All suppliers must be willing to comply with these standards in all deliveries.

### ANNEX 4

#### PROTOCOL OF ALLERGEN REQUIREMENTS

References: Colombian regulations (prevention of cross-contamination). FDA, EU modernization law, BRC, IFS, SQF (Allergen Guidance). European Union's list of allergens; CODEX Alimentarius, Alba.

### ANNEX 5

#### PROTOCOL OF GMO (GENETICALLY MODIFIED ORGANISMS) REQUIREMENTS

References: Colombian Labeling Regulations; equivalent regulations for the European Union. Regulations in accordance with the country of both origin and destination; Ministry of Agriculture.

### ANNEX 6

#### PROTOCOL OF REQUIREMENTS FOR MATERIALS THAT MAKE CONTACT WITH FOOD PRODUCTS

References: Colombian regulations and technical standards that include sanitary requirements. Materials, objects, containers and appliances destined to make contact with food and beverage products. Regulations of the European Union's Commission of Materials and plastic objects destined to make contact with food products, Mercosur reference, FDA (United States Food and Drug Administration).

### ANNEX 7

#### PROTOCOL OF CONTAMINANT REQUIREMENTS

References: Colombian regulations issued by the Ministry of Social Protection: Contaminants in food; regulations of the European Union regarding contaminants; Contaminant Codex Standard and its amendments.

### ANNEX 8

#### COMMERCIAL SECURITY REQUIREMENTS

If the supplied goods or services are deemed critical within the Commercial Security System (Business Alliance for Secure Commerce [BASC], authorized economic operator [AEO] or Customs-Trade Partnership Against Terrorism [C-TPAT]), the supplier will be required to fill out/process and enclose related documents (signed and scanned) dependent on the type of risk identified for the management system with annual renewal.

### ANNEX 9

#### PROTOCOL OF REQUIREMENTS FOR MARKETERS AND BROKERS

References: BRC Standard. For suppliers that provide goods or services to Grupo Nutresa's BRC-certified production plants.

### ANNEX 10

#### SERVICE-LEVEL AGREEMENT MODEL

References: Grupo Nutresa has established a Service-Level Agreement model with a scope that covers suppliers of packaging materials. The purpose of said model is to formalize internal agreements of operation between the supplier and Grupo Nutresa's production plant and to clarify communication channels, response times, scope and responsibilities of both parties for preventing or settling future conflicts.

## 7. GLOSSARY

### **BRC Agent / Broker / Marketer**

Company that purchases or acquires ownership of products for their subsequent resale to other companies, but not to end consumers. BRC V7.0

### **Food Fraud**

Food fraud is a generalized term that includes the substitution, addition, manipulation or false, deliberate and intentional representation of food, food product ingredients or food product packaging, as well as false or deceiving statements about a product made with the purpose of obtaining an economic profit. There are multiple types of food frauds: adulteration, alteration, overproduction, theft, deviation, simulation and counterfeit.

### **Marketer/Broker Supplier**

Supplier that distributes raw materials or packaging materials having only one commercialization office.

This type of supplier may include some type of transport services.

The Broker is limited to administrative operations and in no case performs or intervenes in other manufacturing, transformation or storage operations.

### **Marketer/Distributor Supplier**

Supplier that distributes raw materials or packaging materials having a storage warehouse.

This type of supplier may or may not include transport services.

### **Critical Supplier**

All suppliers that can affect the Organization's resources due to their operational and/or strategic role, and can affect the Organization's products and/or brands due to the volume of their supply, their impact on the cost, the risk they represent to food safety, commercial security and exclusivity in accordance with Grupo Nutresa's Corporate Policy for comprehensive risk management. The classification and assessment of such risks are based on the multiple management systems in place or on their impact on sustainability.

### **Supplier of Direct Materials**

All suppliers that provide Grupo Nutresa with raw materials or packaging materials.



Grupo  
**nutresa**