

Sustainability
Report

2021



VIVARA



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Highlights 102-7



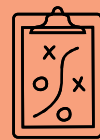
**Latin America's
largest jewelry chain**



Corporate engagement for
defining **ESG strategy**



Sustainable expansion
with **46 points of sale**,
vendas totaling **288**.

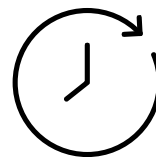


Inclusion of **ESG topic**
as part of the business
sustainability strategic pillar

3,901 employees



**87% of employees
and female leaders**



**90.69 hours
of training per
employee**

**NPS 93 – Excellence
in customer service**

**69.63% of products received for sales have
been produced in our Manaus factory**



**R\$1.09 bi
Equity**

**R\$1.84 bi
Gross revenue**

**R\$1.89 bi
Total assets**

**+37.7% in net operational
revenue compared to 2020
(+23.7% over 2019)**

**+95.8% in net profit
compared to 2020
(+32.3% over 2019)**

Acknowledgements

Best & Biggest 2021

We are one of the Best & Biggest companies in 2021, recognized by Exame. Our performance during the year led us to become the second best company in the Wholesale and Retail sector.

Women on Board Seal

We were awarded the Women on Board (WOB) Seal, which recognizes corporate environments with the presence of at least two women on administrative or advisory boards to value diversity in business and society.

Women's Empowerment Principles Award

We received an honorable mention in our first participation in the 2021 WEPs Brazil Award, distinction held by UN Women in partnership with the International Labor Organization (ILO) to acknowledge companies that share the Women's Empowerment Principles (WEPs) and encourage a gender equality culture.

2021 SBVC Retail Highlight Award

We were awarded as the largest retailer of Optics, Jewelry, Bijouterie, Bags, and Accessories in the country at the 2021 Retail Highlight SBVC Award, promoted by the Brazilian Society of Retail and Consumption (SBVC).

Latin America Executive Team

We gained the spotlight in the categories Best Investor Relations Program, Best IR Professional, and Best ESG Strategy in the Retail Small Caps sector in the annual Latin America Executive Team survey, conducted by the Institutional Investor.

2021 Reclame Aqui Award

We received the trophies for Virtual Store/E-commerce categories and as a Physical Store in the sector of Optics, Jewelry and Watches of the 2021 Reclame Aqui ("Make a Complaint Here") Award, which is decided based on popular vote.

Exame Most Admired Brands

According to the Casual Brands survey, conducted by Exame magazine with more than 900 readers, Vivara is the most admired brand in the Jewelry category.

Salvador Top of Mind

In its 26th edition, the survey included category Jewelry and Semi-Jewelry Store, and our brand was top of mind in Salvador, the capital of Bahia.

Certifications in our Manaus factory:
recertification of **ISO 9001** and **Facility and Merchandise Authorization Application and Instructions (FAMA) – Walt Disney Company**, with adherence to the Disney Code of Conduct and to labor, ethical conduct and health and safety regulations.

Message from Management

102-14

Strategy, implementation and sustainability

Resilience, creativity, sense of ownership, care and commitment: these are some of the words that help explain our sustainable growth recorded in 2021. The year had good results, greatly influenced by the commitment to deliver on our goals, even in challenging times.

Through the Onyx Project, whose aim was to review our strategic planning, we strengthened our governance and designed a new structure for managing projects for the coming years, based on four pillars aligned to the growth avenues informed in the IPO process. The environmental, social and governance (ESG) topic was included in the Business Sustainability pillar, also ensuring greater governance of the topic, which unfolds in the different business areas and links sustainability goals to the variable bonus of a larger number of executives and teams.

We met the goal of our expansion plan, opening 46 points of sale, supported by investments of more than R\$100 million. Life by Vivara celebrated its ten years in style, getting a "new look", registering significant sales and customer base, as well as greater autonomy in relation to the brand it was born under. We also had an increase in production capacity at the Manaus factory, creating more than 250 job openings in the region.

Sales at the stores opened last year have exceeded our initial expectations, resulting from an intensive training routine for our sellers to ensure customer service excellence at stores, an increasingly efficient product strategy and closer monitoring of points of sale.

With physical store operations returning to normal without any restrictions in mid-May, the share of digital channel in total sales stabilized, accounting for 17.4% of the company's total revenue and proving to be a complementary and strategic channel for us. The digital experience of our customers and the omnichannel strategy showed great advances in the year. We enabled interstate sales in over 50 markets, integrated buyer's journeys, improved user experience and reduced delivery times.

We managed to grow rapidly, opening the highest number of stores in our history and, yet, turned our business profitable. Net operating revenue grew 37.7% from the previous year and 23.7% in relation to 2019, the pre-pandemic period. Net income increased 95.8% in relation to 2020 and by almost 32.3% compared to 2019, reflecting the work of a committed and engaged team.

These results only make sense if they can be sustained over time, ensuring business perpetuity in the financial, social, and environmental aspects. We established our Vision of the Future for Sustainability, built with the participation of several areas of the company and that defined as its focus the empowerment of women, diversity, and social and environmental responsibility in raw materials and operations.

We have taken another key step to strengthen our diversity journey at Vivara, with internal campaigns and the development of our Diversity and Women Empowerment Program, which will be rolled out in 2022. In 2021, women held 87% of our leadership positions.

Our Supply Chain Audit and Development Program ensures the responsible sourcing of our raw materials. We invest in campaigns focused on the circular economy, with about 25% of our gold coming from recycling, avoiding primary extraction. We maintained our commitments to international initiatives such as the Initiative for Responsible Mining Assurance, the United Nations Global Compact and the UN Women's Empowerment Principles, and joined national movements supporting environmental preservation.

Despite a still troubled scenario in an election year, with negative pressures affecting the consumer market mainly due to higher inflation and interest rates, we see a year of opportunities in 2022. Our balance sheet remains solid and balanced to sustain a rapid growth cycle, combined with sufficient investments to pave the way going forward. We will also continue to strengthen our sustainability agenda, with the consolidation of commitments by establishing our ESG targets.

Over the last 59 years, Vivara has built its leadership in Brazil's jewelry market. In 2022, we will celebrate 60 years of Vivara and continue to spearhead the consolidation of the jewelry market in Brazil. We look towards Vivara's continuity by overcoming new obstacles, aware of our responsibility to shareholders, employees, customers and partners in our network. These relationships of mutual trust are what have shaped us over the last six decades, and will continue to guide who we are over the next 60 years. Thank you very much! We are sure that we are building a fantastic story – even more unique and special.



PAULO KRUGLENSKY
CEO



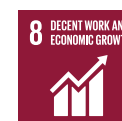
Vivara

Renata – Logistics

Leadership with sustainability

Profile

102-2 | 102-6 | 103-2 | 103-3 | 204-1



Fascinate our customers and act ethically and responsibly are principles we honor in all our actions. On the eve of completing six decades of market presence, more than selling products, we seek to promote sustainable relationships, valuing the purchasing experience and the engagement of our public. To achieve this, we value excellence in handcrafted production as well as the Brazilianness of our jewelry, care for the environment, and our position on social issues.

Our commitment to women's empowerment is expressed in our workforce: of our 3,901 employees, 87% are female, and the same percentage holds true in leadership. It is also evident in our campaigns, which seek to portray Brazilian women diversity, and in the service in our 288 stores and kiosks, found in 25 states of the country, made up mostly of female teams.

We are a Brazilian company: 100% of the gold we use is of Brazilian origin. In 2021, 69.63% of products received for sales have been produced in our factory located at the Manaus Free Trade Zone (up 1.19% over the previous year). We invest in cutting-edge technology, with a focus on operational efficiency and sustainability for the annual production of approximately 2.6 million pieces in Manaus. We use certified raw materials, promote the circular economy and have an indisputable position against illegal mining. Our stores, administrative offices, and our logistics and technical assistance services follow the principles of responsible management and quality in serving all publics.

We use a vertically integrated business model, which ensures greater control and flexibility in managing the production chain from creation and design to production, marketing strategy, distribution (omnichannel) and sale. Our distribution process, which in 2021 incorporated physical and online operations, is highly efficient, capable of delivering products in three days on average to points of sale and in up to four hours to customers located in São Paulo (e-commerce sales).

Mission

We exist to fascinate our customers by offering the best experience when choosing the perfect gift.

Vision

To be the most desired brand in Latin America for celebrating special moments.

Purpose

To make each story unique and special.



Values

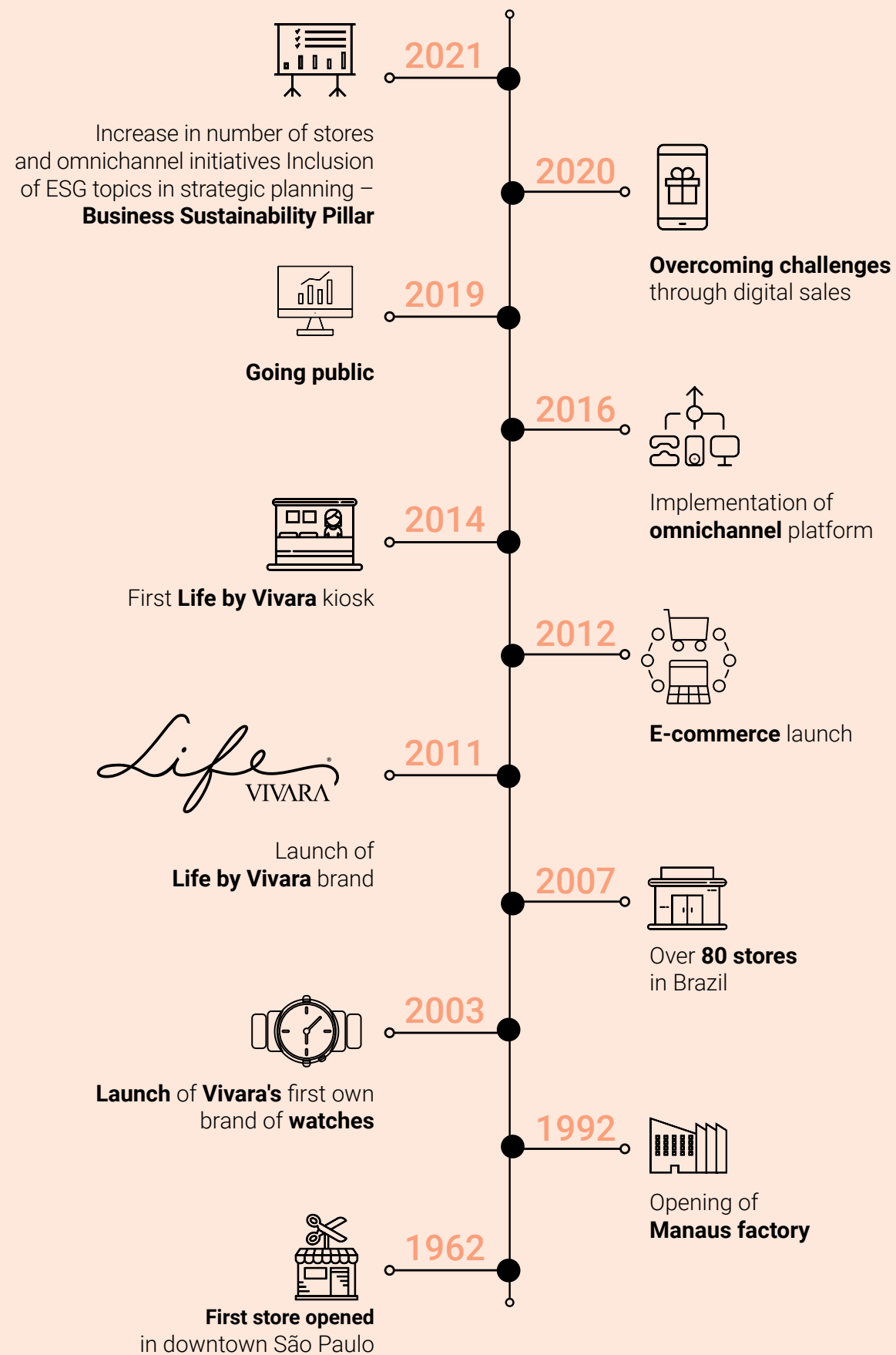
- Sense of ownership: we are passionate about the company. We think, act and lead with commitment to results and our Code of Conduct.
- Fascinate the customer: we have an incessant desire to win over and retain the loyalty of our customers. We work with determination to surprise them at special moments, with quality products and experiences.
- Creativity: we make creativity our biggest brand, seeking innovative and effective solutions.
- Together we are strong: we value, develop and recognize our team in a collaborative, meritocratic and high-performance environment.
- Resilience: we are capable of adapting to changes and are persistent to overcome the obstacles.

Commitments

In the development of our activities, we undertake to:

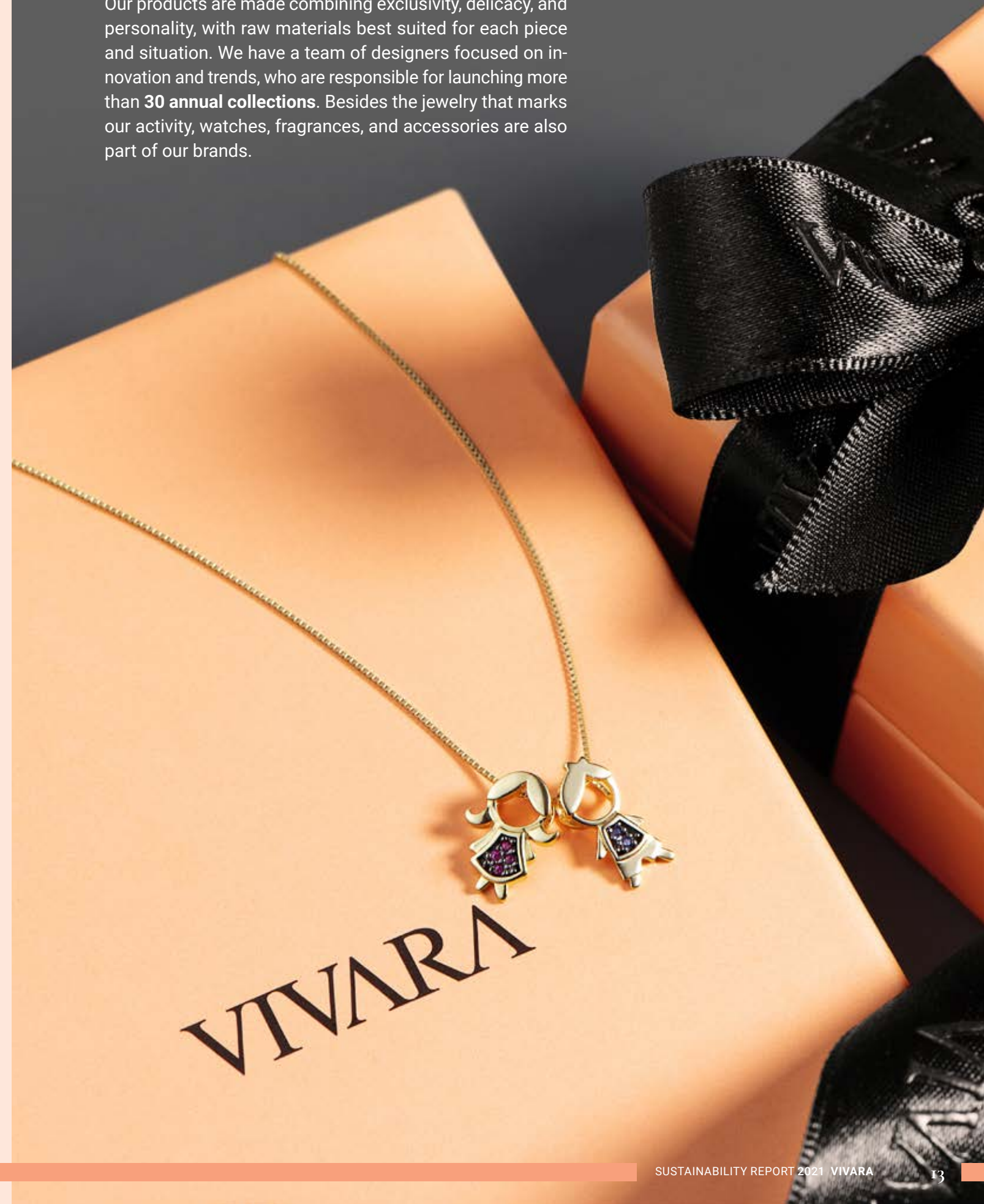
- Base our relationship with our public on honesty, integrity and respect, so as to establish relationships of mutual trust, guided by ethical principles, which we believe are necessary for the exercise of the entrepreneurial task.
- Comply with all Brazilian labor laws and regulations.
- Respect people, whatever their hierarchical position, origin, color, ethnicity, culture, age, social position, physical capacity, religion or sexual orientation, rejecting any practice of discrimination.
- Act at all times with a commitment to the quality of the work environment, ensuring the complete physical and moral safety of our employees.
- Ensure fair remuneration compatible with our employees' activities, complying with existing collective labor and industry agreements.

Timeline



Brands 102-2

Our products are made combining exclusivity, delicacy, and personality, with raw materials best suited for each piece and situation. We have a team of designers focused on innovation and trends, who are responsible for launching more than **30 annual collections**. Besides the jewelry that marks our activity, watches, fragrances, and accessories are also part of our brands.



VIVARA

With the craftsmanship of goldsmithing that marks our history, **Vivara jewelry has an exclusive and innovative design**, and follows the most stringent standards of quality and sophistication.



Delicate and casual, the silver jewelry, gold-plated silver jewelry and men's steel jewelry from **Life by Vivara** allow **countless combinations and are collectible items**, offering versatility and affordability. Besides silver jewelry, we also have glasses, notepads, jewelry boxes, handkerchiefs, perfumes, and pens.



VIVARA ACCESSORIES

High quality products that both provide an **eternal quality to moments** and add **more style** to our customers' daily lives. Wallets, cardholders, eyeglasses, pens, jewelry boxes, watch holders, necessaires, and notepads are offered in **exclusive Vivara models**.



VIVARA WATCHES

We produce our own brands – Vivara and Akium – and represent international brands in Brazil. In 2021, the **high point was the launch of Tommy Jeans ecological line**, whose models bring bracelets produced with plastic collected from the ocean, sold exclusively by Vivara in Brazil. The launch is part of Tommy Jeans eco-friendly line, with #tide ocean material®.

Each year, ten million tons of plastic is dumped into our oceans. #tide ocean material® collects, sorts and reuses this harmful waste, transforming it into high quality material. In its first year, #tide ocean material® processed more than 15 million plastic bottles.



Each watch was developed using approximately **two PET bottles**, with plastic collected from the oceans

Vivara continuously seeks the sustainability of its products, whether through certified raw materials, social and environmental development of the supply chain, or more sustainable raw materials, such as the Tommy Jeans watches collection

VIVARA FRAGRANCES

Our brand of perfumes for women and men, which interacts with the exclusivity and sophistication of the Vivara and Live by Vivara brands.

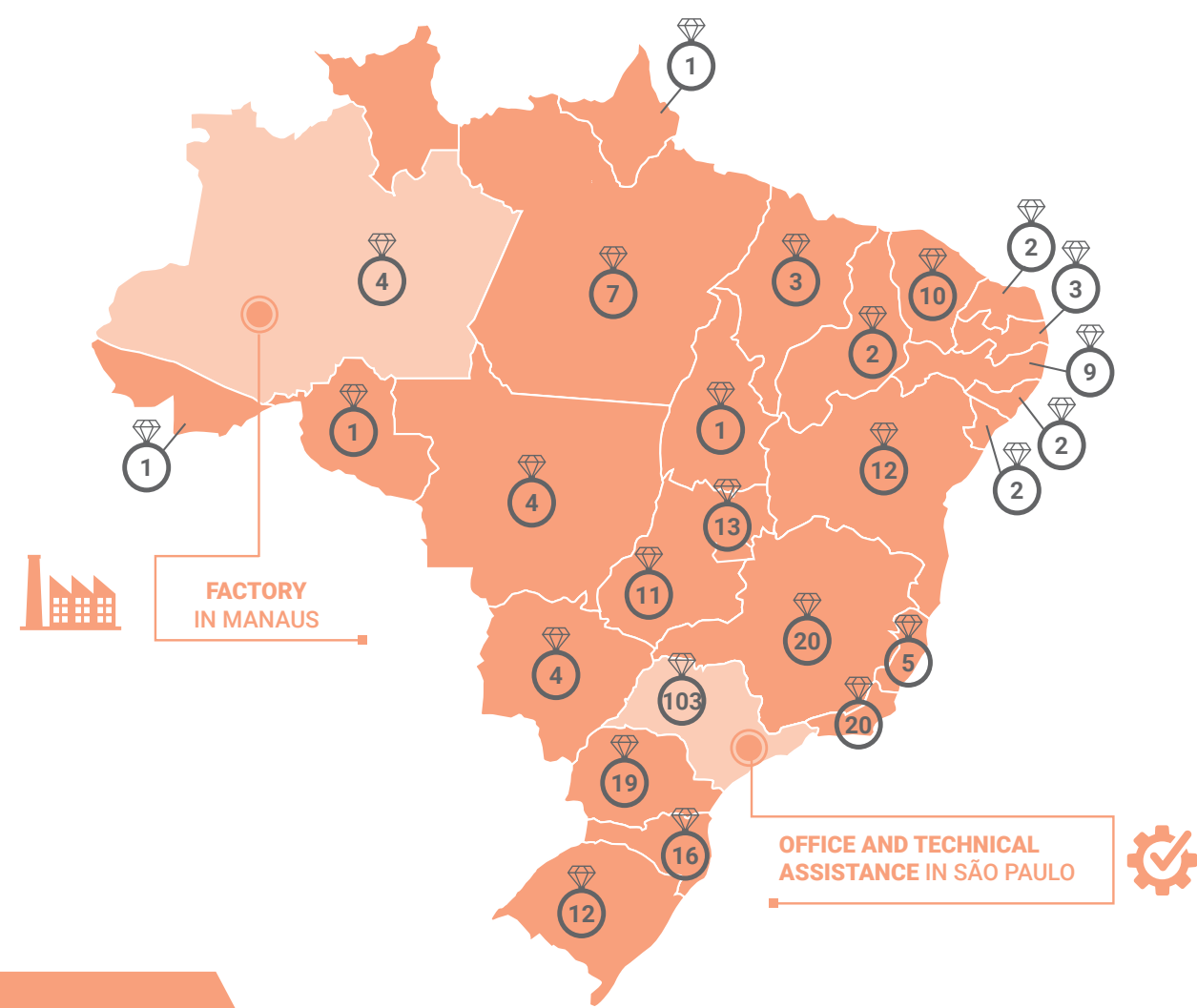


Geographical presence


102-4 | 102-6

We are present in all regions across Brazil, and more than 99% of our points of sale are located in shopping malls, offering us a competitive advantage in terms of ramp-up time of our points of sale and safety for our customers and products. Additionally, we have three distribution centers based in the southern region of the city of São Paulo and in the cities of Embu das Artes and Diadema (SP). We serve all Brazilian cities through e-commerce.

In 2021, we expanded our physical and digital presence by opening 46 operations: 21 stores of the Vivara brand, 20 stores of the Life by Vivara brand and 5 kiosks. The expansion in the year was equivalent to 3,288 square meters of sales area, up 16.5% in relation to the previous year, in all of the country's regions. During this period, we closed 21 kiosks, most of which were converted into stores.



26 kiosks
229 Vivara stores
33 Life by Vivara stores
288 points of sale

 We serve all Brazilian cities through e-commerce

Sustainable expansion

102-10 | 102-15

After a year of readjusting expansion plans due to the pandemic, in 2021 we were able to restore our goals and reach the desired number of new stores for the period. In total, the 46 units planned have been implemented, the majority in the second half of the year, after the full reopening of commerce.

With a large Vivara presence in major centers, we searched, through a marketing study, secondary and tertiary cities with potential customers. For the Life by Vivara brand, we invested in areas where Vivara's robustness proved fertile for enhancing this performance.

As part of the commercial strategy, we have classified our points of sale into three clusters and developed standard projects for the store environment, adapted to the target public, providing a customized shopping experience.

Our projects are designed to be replicable, modular, and nationwide, which helps not only in the implementation and cost efficiency, but also in ensuring good sustainability practices. This concern is exemplified in the choice of materials, which must be viable for acquisition and use anywhere in the country. Another concern is in developing local partners, valuing communities, encouraging reuse, and reducing transportation and time impacts.

Also to increase efficiency of the projects, we implemented in 2021 the scale purchasing system for the new stores. With this consolidation, we optimized the performance of works, with less impact on freight, packaging, and disposal.

As an energy efficiency measure, we have adopted LED lighting in all new stores and have conducted studies to continue replacing the system in existing operations. Such update in technology, besides addressing efficiency aspects, aims at enhancing the spaces, through a lighting system that better displays the jewelry and promotes a sense of welcoming. Conscious waste disposal is a condition for hiring partner engineering companies.

In 2022, we want to reach cities that still do not have a physical store, and we will continue to expand to the best and largest malls in the country. Our goal is to open between 50 and 60 stores, of which 35 to 40 Life by Vivara and 15 to 20 Vivara. Also, for the year, we are investing heavily in the synergy of administrative, logistics, and technical assistance operations located in São Paulo, with their unification into a single building. This move will promote team integration and communication and increase resource efficiency.

We opened 46 points of sale in 2021 and expanded our factory, by increasing the total number of employees by 21% and broadening the mix of products

Factory highlights

In our factory in Manaus, the expansion started with the adaptation of spaces and the implementation of a new work shift, which increased by 50% the number of employees. We significantly increased the product mix, both in the development of new jewelry and in factory production, which exceeded the previous year's production by 50%. Our goal is to have increasingly frequent launches, with contemporary collections that meet our customers' demands.

This effort led to an increase in the share of the national manufacturing of the products, maintaining the strategy of producing more and more jewelry of all categories in our factory. In the year, we increased to 69.63% the percentage of products received from Manaus in our stores, 1.19 percentage point more than in the previous year.

New concept of Life by Vivara stores

Celebrating the brand's ten years with significant expansion of points of sale, the Life by Vivara concept stores opened in 2021 were planned as a playful, sophisticated, and instagrammable environment that connects with the affective memories created by our products. The new layout was designed to invite experimentation, encouraging the public to explore all the diversity of products inside the store.

To create a dynamic consumer journey, the environment was divided into two integrated spaces. The hot zone marks the place where the customer is surprised by luminous icons and a huge mirror on the ceiling. Through the transition of materials and colors, consumers are led to the second environment, where they find the salmon tone of a giant kaleidoscope so as to dive into the magical atmosphere of our jewelry world.



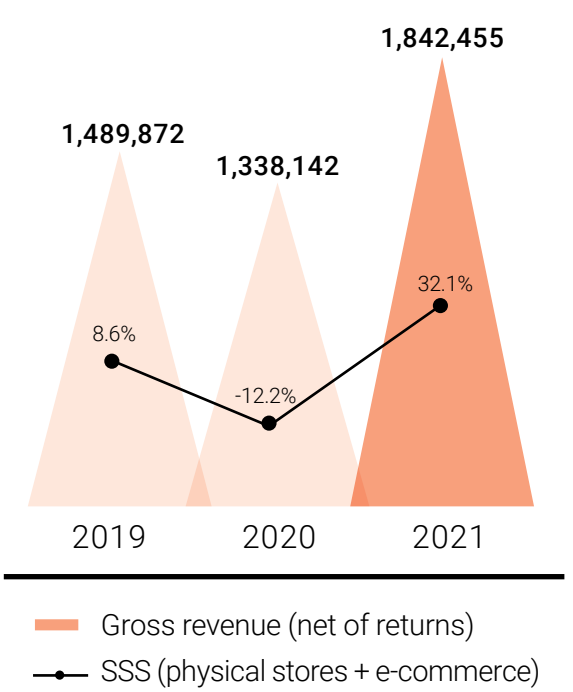
Value creation

103-2 | 103-3 | 201-1

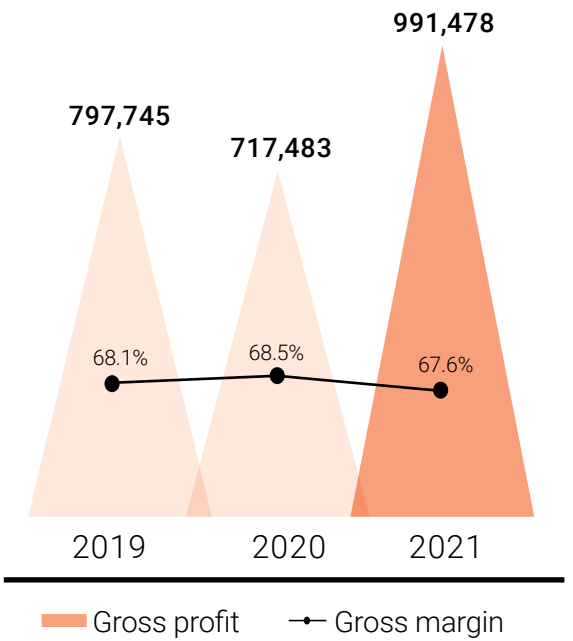
The pandemic brought a challenging scenario, but rapidly our teams and leaderships have mobilized so that together we presented the best solutions to our customers and investors. Our efforts to create effective, transforming, and agile solutions achieved breakthrough results in 2020 and allowed our business expansion plan for 2021 to be assertively put into practice.

We closed the year with a 16% market share, an increase of 2.9 percentage points in 12 months, and 4.6 percentage points in 24 months, which should continue with the opening of our points of sale, intensifying the growth curve. In addition to investing in our organic growth, we are attentive to opportunities for consolidation in the Brazilian jewelry market, both to reach new audiences and to supplement our product base.

Our expansion plan plus the actions that believe on the omnichannel approach and the digitalization investments provided gross revenue, net of returns, of R\$1.84 billion, a growth of 23.7% when compared to 2019, and of 37.7% when compared to 2020. Same store sales (SSS) for the period was 16.1% compared to 2019, and 32.1% compared to 2020. We maintained very significant levels of profitability and operating cash generation, even with the massive investment in our strategic initiatives. We invested over R\$100 million throughout the year in stores, factory, efficiency, and technology, and we are committed to accelerating investments in our strategic pillars in the coming years.



Gross profit in 2021 totaled R\$991.5 million, up 24.3% in comparison to 2019, and 38.2% compared to 2020, while gross margin stood at 67.6%, in line with the Company's healthy profitability levels. Gross profitability was temporarily affected by the increase in headcount and general expenses at the factory due to higher insourcing of production and expansion of the organic volume of production.



ESG in strategy

102-15 | 102-29

Through the Onyx Project, we reviewed in 2021 our strategic planning, which is aligned to the growth avenues informed in the IPO process in 2019. We have further tightened our metrics model, with fully measurable and accurate targets, redesigning the day-to-day management of the company to keep an absolute focus on strategy.

Project Onyx delivered the strategic business planning until 2026, reorganized the internal governance, and conceived a new structure to manage the several projects expected for the next years, taking into account risks, impacts, and opportunities. In this planning cycle, the vision, mission, and values were maintained, strengthening the top management's conviction in the definitions made in the IPO and contributing to a solid and robust long-term vision for the company. All the business goals defined were built on four strategic pillars that drive our ambitions for the coming years.

The strategic review included ESG aspects in the Business Sustainability pillar, with implications for the topic's governance. This movement consolidates our vision of the future as being the world's best Brazilian jewelry store in terms of stimulating the circular economy in the jewelry chain, social and environmental responsibility in operations and in the origin of our raw materials, and the culture of diversity and female empowerment in the organizational environment. We think that moving in this direction is the best way to sustain our leadership in the segment, according to market and regulatory principles.

The Business Sustainability pillar has the purpose of ensuring business continuity with regard to people, culture, processes, capabilities, and environmental, social, and governance aspects.

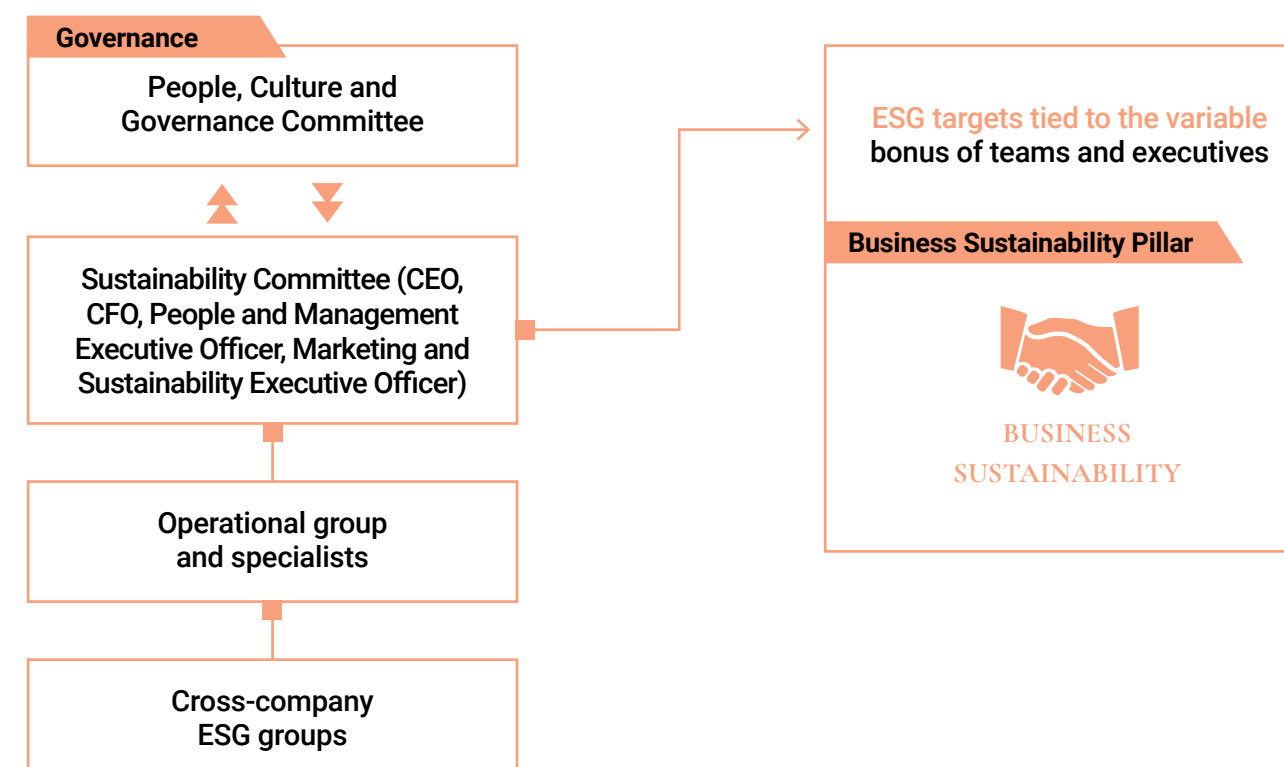
With the revision, the target number per executive was reduced in order to have more focus on the implementation of the defined strategy. Furthermore, the top management becomes impacted by the fulfillment of the strategic pillars, reinforcing cross-company nature of ESG aspects, tying the bonus of an even greater number of executives and teams to the established targets.

Thus, the specific business goal for ESG issues unfolds into important goals for Vivara's perpetuity, and they also become part of the strategic risk matrix. The definitions for 2022 and the vision for the coming years represent a substantial expansion of the impact of these topics. To ensure alignment with key aspects of the ESG agenda, we want to ensure full compliance to the market and global demands over time.



ESG Governance

Management and governance

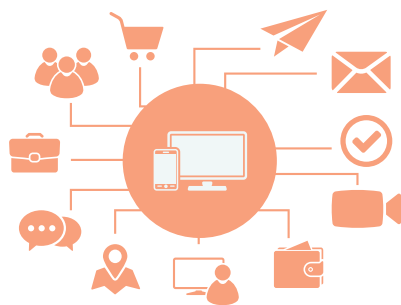


Omnichannel

In 2021, we celebrated the balance between digital and face-to-face sales, increasingly unified and related through omnichannel, which brought the channels convergence and started a revolution in the relationship we build with our customers. Though physical stores have resumed full operations, digital sales kept penetration above pre-pandemic levels, thus contributing to significant sales growth. In 2021, digital sales accounted for 17.4% of total revenue, compared to a penetration of 8.0% in 2019.

In addition to digital sales growth, technology has enabled much more efficiency based on the process chain. This integration between channels brings greater insight into the customer, opening up new paths to implement a purchase journey vision. More and more, we want customers to be able to have a unique and integrated experience, enjoying unique journeys regardless of the medium used for service and purchase.

By optimizing research and monitoring tools, we improved the relationship with the public on several fronts, strengthening ties. One of the year's highlights was the implementation of the inbound WhatsApp, through which customers from digital channels can communicate directly with store saleswomen. The implementation of the sales management application allows our teams to have control of all processes at the palm of their hands.



Assisted sales offer a fully integrated omnichannel experience. In 2021, a third of our online transactions were assisted by the store teams

Products are available from any Vivara unit – just a click away for both the seller and the customer



Project *Joias em Ação* (Jewelry in Action) launched in April 2020 positively contributed to the online channel's performance. In *Joias em Ação*, an active sales program through WhatsApp, we started having automated measurements, able to provide more assertive information to consolidate strategies, evolve in the segmentation per purchase category, and create targeted and effective campaigns. In the year, the project accounted for 31.7% of digital sales, recording total sales of R\$101.5 million.

We have the largest online traffic share of any company in our segment – in other words, our digital channels are the answer to most of the searches made by consumers - which only confirms our relevance and the quality of the communication with our customers. Therefore, we intend to increasingly customize the experience through targeted communication and branding, to reach a highly qualified audience, with great conversion potential.



Logistics intelligence

Synergy between physical and digital sales was also enhanced due to the integration of our inventory, which facilitated services such as in-store pickup (purchase on site and collect from the store), ship from store (site purchase and store delivery), and store sales of e-commerce products using tablets. If previously it was only possible to offer jewelry available at the stores, now we have products available at any Vivara unit, which are just a click away for both the seller and the customer.

With data management based on manufacturing and logistics, we achieved a healthier inventory and improved goods turnover, since from the moment an item enters the platform, it can be purchased by people anywhere in the country. In the supply chain, intelligence allows us to figure out where products have more demand and acceptance, distributing the mix more efficiently and assertively. At the end of this process, we improve the customer's satisfaction, as he can receive his purchase in a shorter period of time by decentralizing the stock.

In terms of sustainability, optimized distribution allows the reduction of fuel consumption and pollutant gas emissions, besides lowering freight costs. By building a decentralized logistics network, we optimize delivery options, providing a win-win for company, customer, and environment.



Focus on sustainability

Thais – Designer

ESG leadership

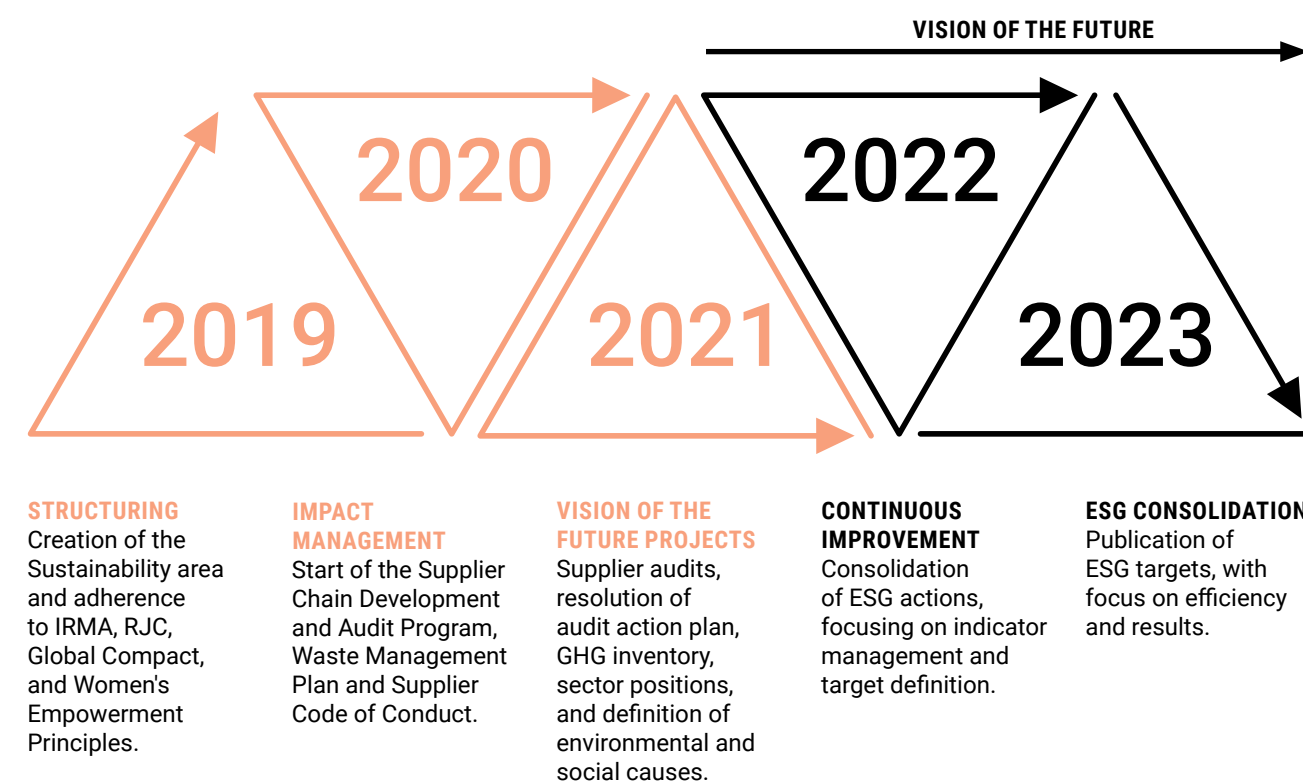
As the largest jewelry company in Brazil, we are convinced that we need to lead by example also in aspects related to sector sustainability. That is why we keep a close eye on the internal management of this topic and on our supply chain, the biggest challenge in our segment, working with traceability and auditing for the development of the supplier network.

We believe that respecting environmental, social and governance (ESG) issues adds value to our products, reduces business risk, and is part of our responsibility in building a better future for all.

We progressed greatly in the governance of these aspects in 2021, by defining our vision of the future for sustainability, which culminated with the creation, at the end of the year, of an **ESG commission**, made up of top leadership.

We believe that sustainability is a journey, and we focus on the continuous improvement of this process. In this sense, we work so that this topic is considered across the different business areas and in our daily decisions.

ESG journey: Focus on continuous improvement



Materiality matrix

102-40 | 102-42 | 102-43

In order to engage our stakeholders and incorporate their perceptions into our sustainability strategy, we carried out a materiality process in 2020, which also drives this report. Based on analysis of the reports of companies in the sector and the corporate sustainability guidelines, we selected topics for an online consultation questionnaire that was submitted to 31 of our stakeholders (employees, suppliers, investors, customers, associations, the community and others).

To align the results of the consultation with the global demands and corporate strategy, we considered, for materiality, the Sustainable Development Goals (SDGs) of the United Nations Agenda 2030, as well as our corporate policies and strategic business vision. The materiality matrix has seven priority topics and breaks down into 15 material topics. Therefore, we worked to improve the measurement of the indicators considered relevant and the connection of these aspects to the corporate strategy as a whole. The materiality matrix review will take place in 2022.



Material topics 102-44 | 102-46 | 102-47 | 103-1

Topic	Material aspects	GRI Indicators	SDGs ¹	Topic boundary ²	
				Inside	Outside
1. Ethics and integrity	• Transparency • Fight against corruption • Promotion and defense of human rights	102-24, 102-25, 102-26, 102-28, 201-4, 205-1, 205-2, 205-3, 206-1, 406-1, 408-1, 409-1, 410-1, 412-1, 412-2, 419-1 ³		✓	
2. Team care	• Health and safety of Vivara's employees • Promotion of diversity and equality between employees • Opportunities for employees' development – training and education	202-1, 401-1, 401-2 ³ , 401-3 ³ , 402-1, 403-1, 403-8, 403-9, 403-10, 404-1, 404-3, 405-1		✓	
3. Customer safety and satisfaction	• Responsibility for the product and relationship with customers	416-2, 417-3, 418-1			✓
4. Support for adoption of good social and environmental practices in the value chain	• Relationship with suppliers	204-1 ³ , 308-1, 414-1		✓	✓
5. Environmental management and climate change	• Waste and materials • Water • Energy • Emissions • Measures for adaptation to climate change	201-2, 301-1, 301-2, 302-1, 302-3, 303-3, 303-4, 303-5, 305-1, 305-2, 305-3, 306-1, 306-2, 307-1			✓
6. Economic and operational performance	• Economic result achieved and percentage returned to society	102-15, 201-1, 207-1 ³ , 207-2 ³		✓	
7. Contribution to development of communities	• Relationship with local communities	203-1, 411-1, 413-1, 413-2			✓

1. The cross-referencing of the Sustainable Development Goals (SDGs) and their targets with the topics covered throughout the report can be followed at the beginning of each chapter. The correlation with the reported GRI indicators can be seen in the Index at the end of the publication.
2. The topic boundary shows where impacts occur, whether inside or outside Vivara.
3. Indicators added in 2021.

Please send any questions or suggestions relating to this publication to: sustentabilidade@vivara.com.br. 102-53

Vision of the future for Sustainability

102-42 | 102-43

To determine our main positions in the environmental and social dimensions, we have structured our Vision of the Future for Sustainability, which had the participation of several areas of the company and gave rise to a set of actions starting in 2021. Our focus was on women's empowerment, diversity, and social and environmental responsibility in raw materials and operations.

Our Vision of the Future for Sustainability was developed by consulting our internal public – employees, managers, and executive officers. Based on this consultation, we outlined an action plan for the period of 2021-2023, which will be reviewed annually with a focus on the 2030 Agenda commitments.

For the changes to be effective, we have enhanced our communication, adopting a 360° format in order to adjust tools and conducts of all internal and external public. So, while we focus on campaign agendas, for example, we dedicate a lot of effort so that the discourse is also strengthened as an institutional practice at all levels.



Empowerment of women, diversity and social and environmental responsibility in raw materials and operations are our priority projects in our Vision of the Future for Sustainability

Building the Vision of the Future for Sustainability



Sustainability pillars

Transparency, ethics, and social and environmental responsibility have always been part of our business, since its foundation. In 2019, we structured the Sustainability area, which works across the board within Vivara, with the purpose of ensuring that the different business areas are aligned with our long-term vision on ESG issues. Our ESG agenda is based on the concept of continuous improvement, and in order to organize our strategy and goals in this area, we have broken down the actions and projects into three pillars, whose actions will be described in the following chapters.



Our planet

Andressa – Investor Relations

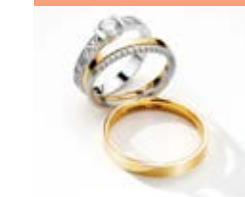
Our Planet' pillar addresses our commitment to responsible use of natural resources and reduction of impacts, focusing on our operations, mining and climate



Responsibility in raw materials

103-2 | 103-3

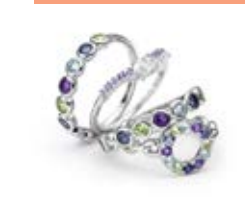
We believe that delivering to our customers jewelry produced with what we most cherish – quality and social, environmental and ethical responsibility - is indispensable, for these are the pillars that support our mission, vision, and values. For this reason, we pay special attention to the criteria of traceability and transparency in our supply chain, so that the high added value of our jewelry also translates into sustainable values.



Our silver comes from Latin American mines, from our supplier certified by the **Responsible Jewellery Council (RJC)**, and our gold comes from the Brazilian territory, from mines in the Minas Gerais and Goiás region, certified by the **London Bullion Market Association (LBMA)** and our circular economy program.



Diamond is one of the most admired and desired gemstones because of its intense brilliance and uniqueness. As a jeweler, dealing with such a precious stone is a privilege and a great responsibility. The exclusivity of our diamonds also lies in the guarantee of their origin, which is reinforced by the Kimberley process.



We adopt the same high standards for buying colored gemstones, which pose the challenge of a much segmented production process and come mostly from small-scale artisan mines in more than 40 countries. For this reason, we work to create strict protocols that ensure traceability of these materials. By optimizing the inventory and reducing waste, we buy the stones in the exact measure for the standard of jewelry we are going to manufacture.

Traceability and audit

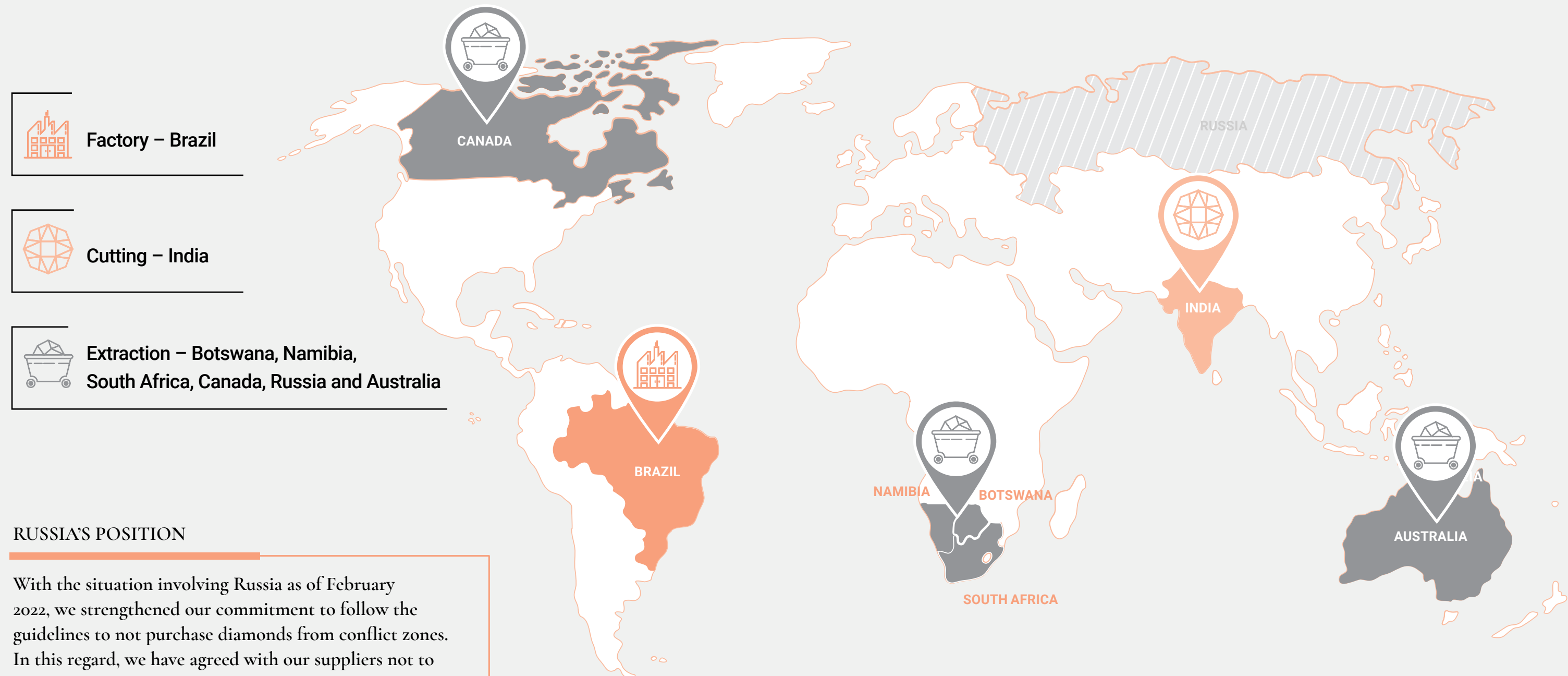
We work only with well-known mines, contemplating sustainability and compliance factors. Our partner selection process is extensive and thorough, thus assisting in the adoption of best practices in the value chain. As well as the validation of documentation and legal requirements, suppliers undergo reputational screening and are audited on

social, environmental and governance criteria (see **Suppliers**).

For suppliers of finished products and industrialization, we carry out the same stringent homologation and auditing control for the origin of the materials and their environmental, social, and ethical responsibility.

Map of diamond extraction and cutting

102-9



RUSSIA'S POSITION

With the situation involving Russia as of February 2022, we strengthened our commitment to follow the guidelines to not purchase diamonds from conflict zones. In this regard, we have agreed with our suppliers not to purchase raw materials from this source. Our periodic audits seek to ensure the compliance of our suppliers (for more information, see [Responsibility in raw materials](#)).

Circular economy

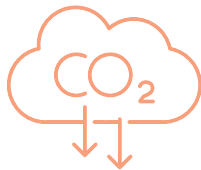
103-2 | 103-3 | 301-2 | 306-2

Optimizing resource efficiency by circulating products is among the principles of the circular economy. The sustainable concept gives new life to an item by reducing the extraction of resources, extending the life cycle of products, and respecting the environment. We believe that these factors can be fully applied to the jewelry industry, with the reuse of precious and finite metals, in accordance with the consumers' wishes, avoiding primary extraction of these resources and reducing impacts to natural resources.

• **Gold:** We encourage the circularity of gold, investing in promotional actions that, besides preserving resources, intensify our relationship with our customers. We receive gold jewelry for reuse throughout the year, but it is during the Gold Week, carried out periodically, that the theme is highlighted: the jewelry brought in by the customers is valued at 15% above market value.

• **Silver:** in a pioneering initiative, we launched the Silver Week in 2021, a promotional action that collected raw material to give life to new products, further strengthening our commitment to the climate through tangible results. Our customers were invited to renew their collection by exchanging bracelets of the classic Moments line and used pendants from Life by Vivara for instant credit. Reuse of silver, compared to extraction, reduces CO2 emissions into the atmosphere by 86%.

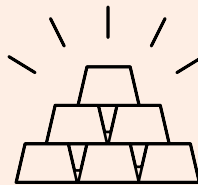
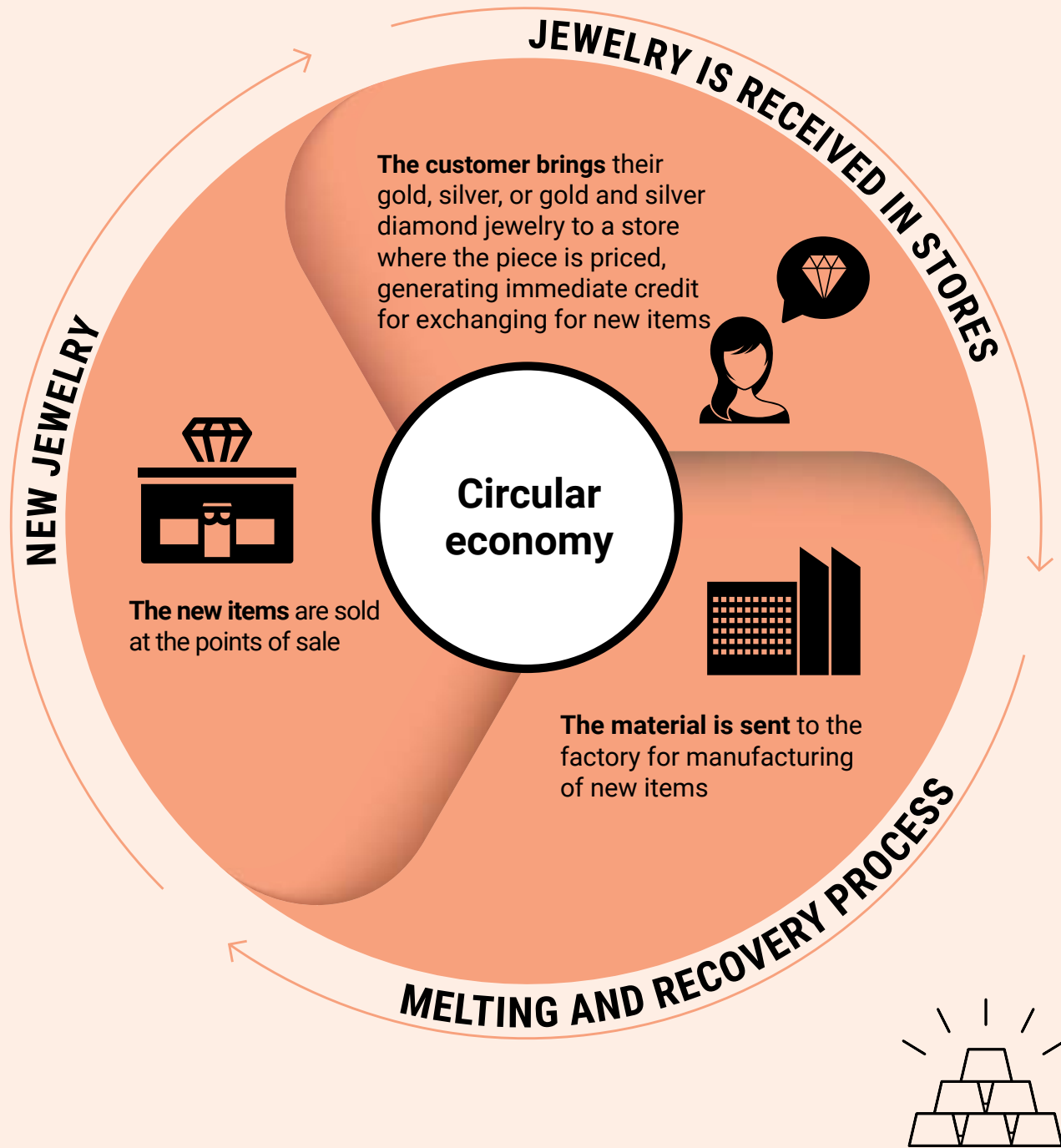
• **Diamonds:** upgrading diamonds encourages the exchange of jewelry items acquired in our stores for others of greater value, using the old item as credit. A solitaire (in earrings, a charm, ring or necklace) can be upgraded to another diamond solitaire with a higher carat weight and higher price, by payment of the difference between the price of the new item and the amount paid for the previous one. This upgrade also applies to engagement rings, even if engraved. The items go through a recovery process and are put on sale again.



The reuse of gold and silver, if compared to extraction, avoids emission of 98% and 86% of CO₂ into the atmosphere, respectively, encouraging conscious consumption and turning the economy around



Circularity of jewelry¹



Currently, approximately 25% of our gold jewelry is produced with gold sourced through the circular economy

1. In compliance with the regulation of each campaign: Gold Week, Silver Week and Diamond Upgrade.

Legal mining 103-2 | 103-3

We believe that advocating and supporting fair and ethical mining practices are fundamental to ensuring the success of our business while respecting and protecting our planet. Illegal and uncontrolled exploitation significantly affects the forest's natural environmental dynamics, destroying vegetation and polluting soil and water.

In this respect, we are partners with important organizations that work towards social and environmental responsibility in the sector, such as the Initiative for Responsible Mining Assurance (IRMA), the most prominent action in the segment. Our silver comes from suppliers certified by the Responsible Jewellery Council (RJC), and our gold is certified by the London Bullion Market Association (LBMA), London's leading physical gold trading center, which provides assurance about the mining processes, ensuring that extraction and mine operation is done correctly and fairly for people and the environment.

In 2021, we also joined the Corporate Movement for the Amazon, a stance of the Brazilian business sector filed with the Vice-Presidency of the Republic and the National Council for the Legal Amazon, in defense of the sustainable development agenda and the fight against deforestation in the Amazon. In a statement to Brazilian government agencies made in July, the movement pointed out that the negative image has an enormous potential of damage to Brazil, not only from a reputational standpoint, but effectively to the development of businesses and projects essential to the country.

In 2021, we had no violations of indigenous peoples' rights in our own operations or those of third parties. 411-1

As the largest jewelry chain in Brazil, we recognize our role as an environmentally-conscious company and are committed to working together with our partners, industry peers and other stakeholders to eradicate gold extraction and illegal mining in the Amazon and in areas of environmental protection and preservation. This commitment was asserted publicly and disclosed by Vivara in November of 2019.

Environmental management

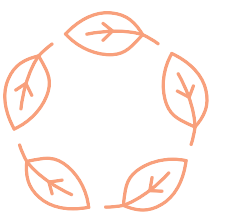
103-2 | 103-3 | 413-2 | 306-1 | 306-2

Following the sustainability agenda organizational development, we also advanced in the management of our environmental impacts in the last two years. We have an area dedicated to the social and environmental topic and began the work of structuring our strategy to build a sustainability agenda.

Our manufacturing operation, located in Manaus, is outside of environmentally protected areas and complies with all current legislation. In 2021, we conducted the Survey of Environmental Aspects and Impacts of the factory, seeking to document and qualify the operational controls of our most relevant potential impacts on the operation's surroundings. The document identifies the sources and environmental aspects involved in each process, including criteria for influence, scope, and severity, among others. In addition, it brings together the operational controls necessary for managing each negative impact, addressing those responsible for managing and monitoring them.

The potential impacts identified refer to the possibility of noise pollution, soil or water pollution, and reduction of the availability of non-renewable natural resources, and to avoid them we perform controls on waste generation, noise, and effluent treatment. As 99% of our stores operate inside established shopping malls in large cities, we have not identified specific impacts on local communities.

In 2021, we developed our corporate-wide Solid Waste Management Plan (PGRS). At the factory, the PGRS created in 2020 has been improving the waste management system. We count on distributed and identified collectors in strategic areas. The residues are sent to a temporary storage area and are removed by the disposal company on a daily basis, in order to avoid buildup in our facilities. In the second half of 2021, we started sending the waste for incineration, a more environmentally-effective treatment, avoiding landfill exhaustion and soil dumping. The incinerator used is licensed, and the company regularly presents gas emission reports. We are committed to zero waste to landfill, and this goal must be met by our factory by 2023. We are focused on continuous improvement of our manufacturing waste management and comply with the principles of reduced generation, reuse, recycling, and better environmental disposal. To do so, we program training and awareness projects for our employees, aiming at improving the quality of segregation at the generating source.



At our factory, we
are committed to
zero waste to
landfill by 2023

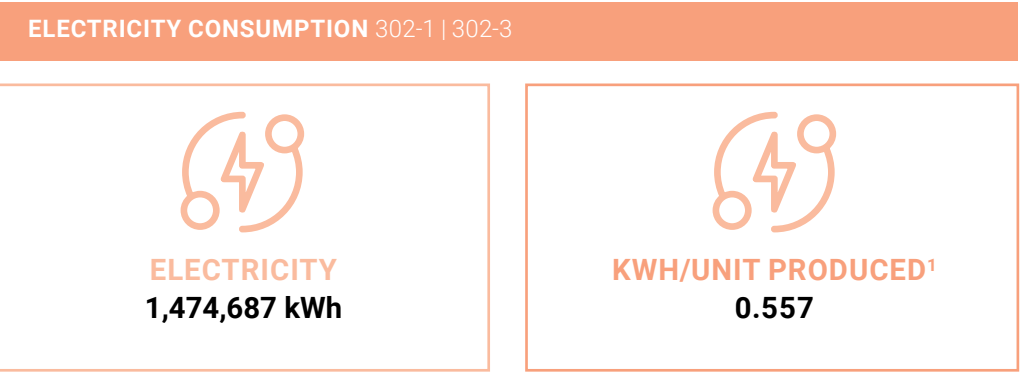
We implemented new management measures during the year, with transport and destination control by the federal government system for the preparation of Waste Transport Manifests (MTR) and control of Final Disposal Certificates (CDF). This system provides information security so that the generator and the receiver are in direct contact and can feed and correct the system.

- By adding the second shift at our factory, we had an increase in water and energy consumption in 2021. All the water captured from third parties is for common use, and the groundwater source supplies the industrial processes. The certification goes through a bi-annual validation process for capture

of groundwater sources. All the water (100%) used in our operations is channeled to treatment stations, in compliance with environment laws. 303-4 | 303-5

- We work continuously to provide packaging with a higher recyclability index and lower post-consumption impact. The paper and cardboard used are certified by the Forest Stewardship Council (FSC) and accounts for 99% of our packaging volume, which is entirely renewable. A small portion of our packaging is of non-renewable source, in our glass perfume bottles. 301-1

Indicators: factory



Water consumption 303-3 | 303-5

	2020 ²	2021
Well	10,312 m³	17,226 m³
Concessionaire	829 m³	833 m³
Total	11,141 m³	18,059 m³
Liters/unit produced ¹	6.31	6.82

1. Unit produced = SKU (jewelry, Life by Vivara and watches).
 2. Erratum: In 2020, we reported incorrect water consumption data due to a problem in the data collection and data input, where only part of the concessionaire's water consumption was considered. 102-48

Attention to climate changes

103-2 | 103-3 | 201-2 | 305-1 | 305-2 | 305-3

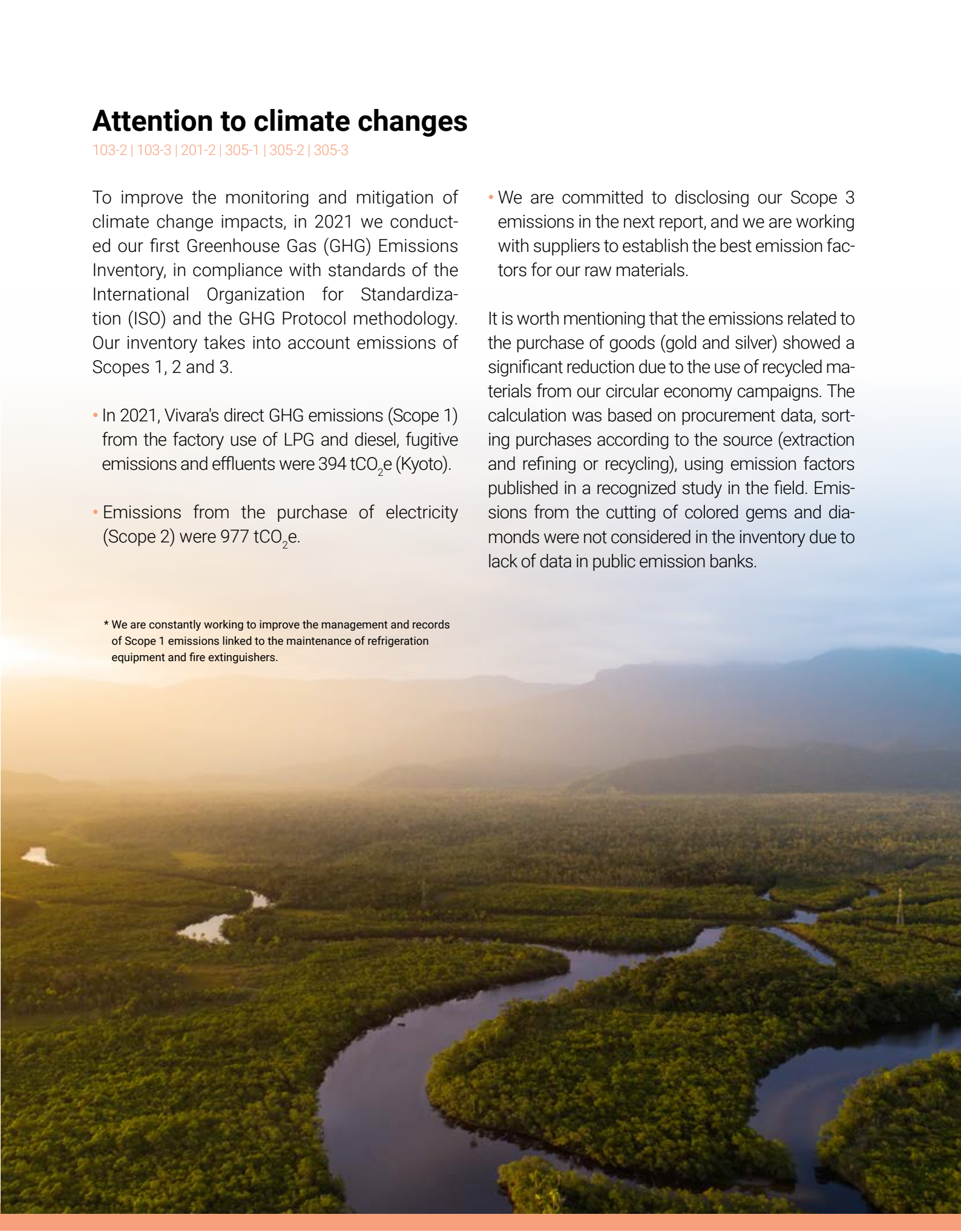
To improve the monitoring and mitigation of climate change impacts, in 2021 we conducted our first Greenhouse Gas (GHG) Emissions Inventory, in compliance with standards of the International Organization for Standardization (ISO) and the GHG Protocol methodology. Our inventory takes into account emissions of Scopes 1, 2 and 3.

- In 2021, Vivara's direct GHG emissions (Scope 1) from the factory use of LPG and diesel, fugitive emissions and effluents were 394 tCO₂e (Kyoto).
- Emissions from the purchase of electricity (Scope 2) were 977 tCO₂e.

- We are committed to disclosing our Scope 3 emissions in the next report, and we are working with suppliers to establish the best emission factors for our raw materials.

It is worth mentioning that the emissions related to the purchase of goods (gold and silver) showed a significant reduction due to the use of recycled materials from our circular economy campaigns. The calculation was based on procurement data, sorting purchases according to the source (extraction and refining or recycling), using emission factors published in a recognized study in the field. Emissions from the cutting of colored gems and diamonds were not considered in the inventory due to lack of data in public emission banks.

* We are constantly working to improve the management and records of Scope 1 emissions linked to the maintenance of refrigeration equipment and fire extinguishers.



Our community

Bruna – Marketing

Our Community' pillar shows how we relate to customers, employees, suppliers, investors, and the surrounding community

Customers



Our mission is to fascinate our customers with service excellence and offer them the best buying experience. We have an omnichannel sales platform that offers a versatile and flexible shopping experience.

Our model gives us the flexibility and capacity to adapt to diverse markets and target customers. The strategy follows the customer centric concept, where all initiatives and actions aim at satisfying our customers by identifying their needs.

This allowed us to achieve a Net Promoter Score (NPS) of 93 in 2021, according to the evaluation made by our customers, three points higher than that of the previous year. Even with a high level of excellence indicator, our focus is to carry out analyses to identify what we can still improve in the customer experience, reviewing internal processes and policies.

Through CRM2, we had better interaction with each customer according to their interests, seeking to broaden contact and make it multichannel as a tool to improve NPS. We offered customized services to our customers through experienced and constantly trained teams. We believe that this customized service, which we call "assisted sales", leads to greater customer loyalty, making the buying experience pleasant and unique. Approximately 32% of our customers are recurring customers that make more than one purchase from us annually (see more information in [Omnichannel](#)).

Customer loyalty is also boosted through benefits, such as the bonus program that converts 10% of each purchase into a discount for a future purchase, as long as it does not exceed half of the new invested amount. The initiative, explained to beneficiaries via SMS, includes a survey for each customer to assess their buying experience. On average, for every R\$1 sold initially, other R\$5 is raised through this bonus, which is very positive for both sides.



According to an evaluation made by our customers, in 2021 we achieved a Net Promoter Score (NPS) of 93, three points higher than the score of the previous year

2. Customer Relationship Management: customer relationship management process.

Investors

102-10

We stood out in the annual Latin America Executive Team survey conducted by the Institutional Investor. The survey gathers opinions from analysts, investment managers, and executives from financial institutions worldwide to pick the best investor relations initiatives, the best IR professionals in each sector and region, and the best environmental, social, and governance practices and strategies. We stood out in the categories of Best Investor Relations Program, Best IR Professional, and Best ESG Strategy in the Retail Small Caps sector. In the overall industry ranking, we were placed sixth among Latin American retail companies and third among Brazilian retail companies.

Vivara has 42% of its outstanding shares diluted and 58% held by the controlling group shareholders, with 236,197,769 common shares listed in the Novo Mercado, the highest level of Corporate Governance of B3 - Brasil, Bolsa e Balcão S.A. (B3), under the ticker VIVA3. At the end of 2021, we had 39,770 shareholders in our shareholding base, a 27.1% increase since the IPO in October 2019, consisting mainly of individuals.

In 2021, the capital market was also affected by the uncertainties caused by the COVID-19 pandemic. Being in a highly penalized sector, VIVA3 shares devalued by 10.5% (adjusted for corporate events), while the Ibovespa index declined 11.8%, reaching the market value of R\$6.1 billion on December 30. Average daily financial trading volume of Vivara shares was R\$30.9 million in 2021.

Vivara shares are included in the following eight B3 indices:

IBrA (Brazil Broad-Based Index), ICON (Consumer Stock Index), IGCT (Corporate Governance Trade Index), IGCX (Special Corporate Governance Stock Index), IGMN (Novo Mercado Corporate Governance Index), INDX (Industrials Index), ITAG (Special Tag-Along Stock Index), and SMLL (Small Cap Index).

Employees

103-2 | 103-3

We know that all of our results for our customers, investors, and society depend on the dedication of our teams. In this sense, we seek to provide fair and healthy work environments, creating processes that meet our strategic goals and provide positive experiences for employees. These aspects became even more important in a year of Vivara's strong expansion, where we increased our workforce by 21%. Especially at the factory, this increase was 50%.

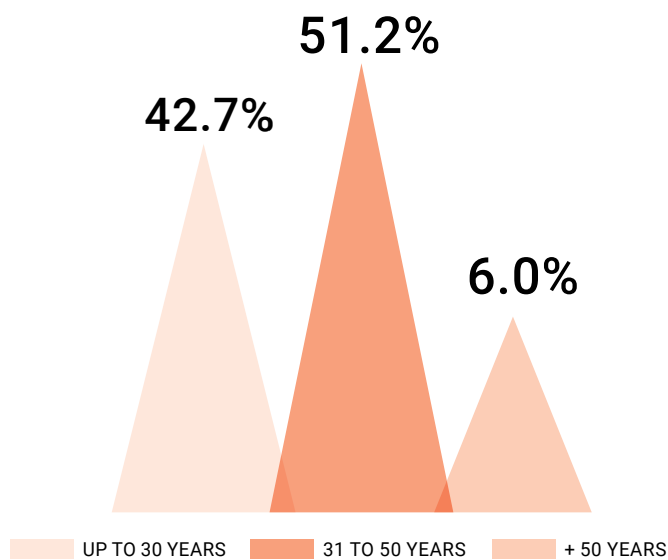
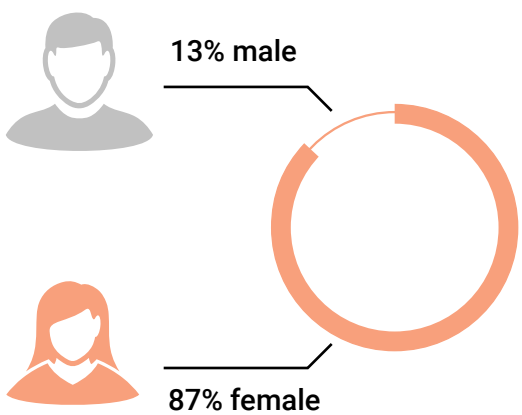
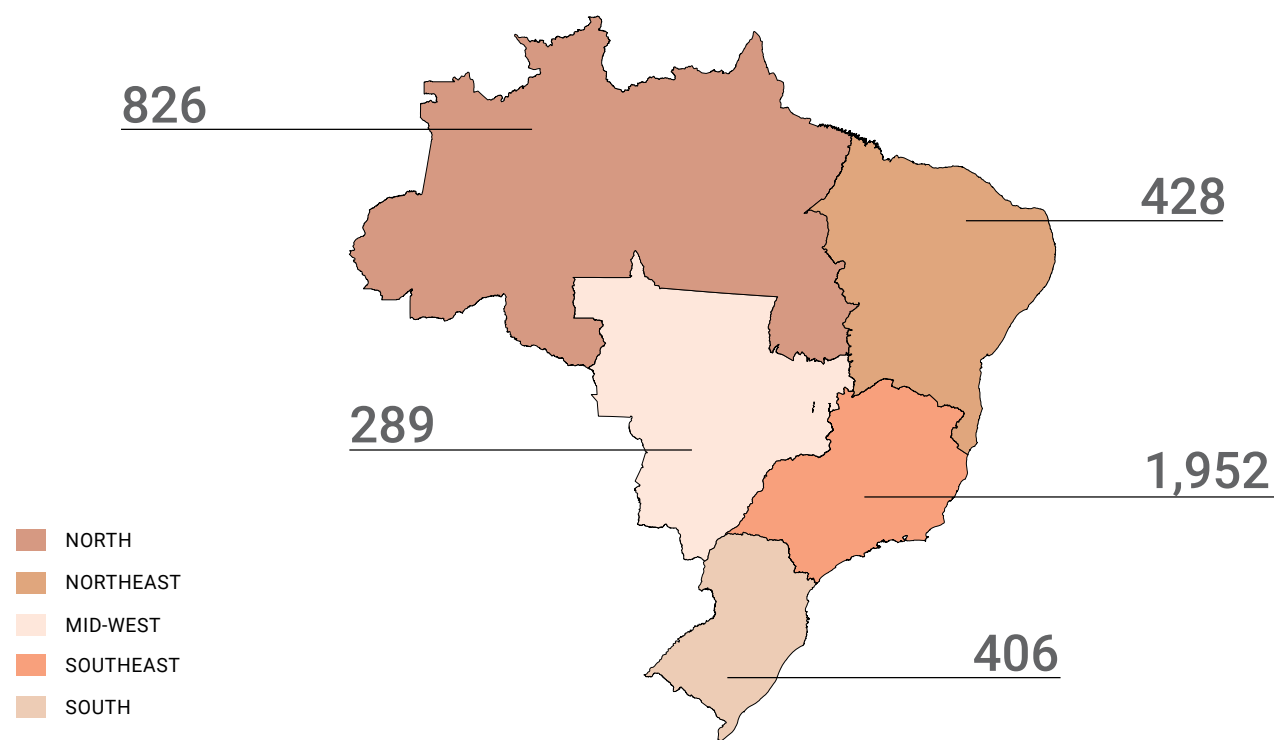
With confidence in our values, we continued to invest in people, maximizing their opportunities and always ensuring sanitary conditions for the performance of their duties with safety and recognition.

Throughout 2021 we reassessed our people plan, which becomes better structured in 2022. We reshaped processes, such as the career and succession cycle, to create meritocracy windows within the company, opportunities for internal development and external talent attraction programs. More than half of the current sales managers were promoted internally.

We focus on continuous improvement to pursue the increase of our employee satisfaction index (eNPS), measured based on criteria aligned to renowned methodologies and certifications, evaluating aspects related to work environment, organizational atmosphere, and people management. Seeking to reduce our turnover, a challenge in the retail sector, we carry out monthly follow-ups with clippings and stratification to find root causes. In this way, we can discard seasonality effects and establish actions considering specific publics.



Employee profile 102-8



Vicky

Using digital technology, a new tool for assisting employees was launched in the year. Following the brand identity, Vicky is the virtual attendant in chatbot format available on Vivara's intranet. By using it you can obtain information about payroll, vacation, and benefits, among other personnel department services.



Training and development 103-2 | 103-3

We have people management tools based on data analysis that allow us to efficiently manage the performance of our employees with individual targets. We provide intensive training to our sales team through 50 school stores for on-site training and an e-learning platform for remote training. We have an aggressive compensation policy, in which the variable component of salaries is 65%.

The advance of online training yielded good results during the year, without forgetting the on-site updates. We had more than 300 thousand hours of training in the year, a number boosted by the large volume of hirings due to the expansion of points of sale.

The training agenda for 2022 was designed to also address more specific aspects of the sales area, such as assisted selling and the attributes of our products.

We mapped the Company's leadership journey, ensuring strategy alignment. We work so that our leaders act to connect people to our business, preparing them for day-to-day management, with the support from the Human Resources area. We launched the Leadership Development Program, with activities that promote reflection on the role of high performance leaders. In 2022, the program will have new modules related to our culture, values, processes, and strategic planning.

Training 404-1



training hours per employee



training hours per corporate employee



111.58

training hours per employee per store

302,633

training hours



Online training:
102,695
hours



On-site classes:
4,632
hours



Webinar:
17,814
hours



On the job:
177,492
hours



198

contents published in 2021 (up 119% in comparison to 2020)



9,47

of average evaluation score for the activities



3.337

employees registered on the Mundo Vivara training platform

Health and quality of life

103-2 | 103-3 | 403-1 | 403-8

People care was even more important in 2021, the year to relax isolation without giving up sanitary protocols. With the advent of the second wave of the pandemic, we started holding weekly meetings with store managers, aiming at ensuring everyone's protection. Since the onset of the pandemic, we have by liberality kept pregnant women working from home during 2021, regardless of changes in laws, maintaining their activity in a remote format through the digital platforms.

We kept all health and safety measures related to the pandemic at the work environment, with a health questionnaire, screening, informative lectures, physical signs for social distancing, provision of alcohol gel, protective masks, and inclusion of partitions for greater isolation of the employees in possible activities, in addition to daily monitoring of suspected and confirmed cases and vaccination records.

All our employees are covered by collective labor agreements. With publication of Provisional Measure 1,045 in April, we have negotiated several collective labor agreements with the representative labor unions in each location to ensure better conditions for our employees, given the reduced work hours and contract suspension measures required due to government restrictions imposed by the pandemic. 102-41

We are committed to the promotion of a safe and healthy work environment. A consultancy specialized in occupational health and safety is responsible for managing the Prevention and Environmental Risks Program as well as the Occupational Health Medical Control Program. The indicators of the area are managed by the Integrated Occupational Management Software (SOC), which covers 100% of the workforce. We make periodic evaluations of compliance with the rules via monitoring. We recorded no fatalities or serious incidents in 2021, with only four accidents in total. 403-9

In addition to the existing health programs, the following were implemented in the year: Personal Support Program (psychological/legal/financial), Pregnant Women Program, Chronic Illness Program, IntegralMente (psychological support program for critical cases), and telemedicine with medical and psychological services.

We provide an extensive benefit plan to all employees, which includes medical and dental care, vaccination and health campaigns, life insurance, profit sharing, five-year salary, birthday day off, gym plan, and payroll-deductible loans, among others. 401-2



Performance management 404-3

Our annual Career Cycle includes a corporate assessment of the company's employees. To participate in the assessment process, the employee must have been employed for at least six months. By 2021, 73% of our professionals were assessed, and we mapped 53% of leadership positions with career readiness for the next three years, in order to ensure the constant flow of management in the face of expansion challenges.

For employees not in leadership positions, the process comprises self-evaluation, assessment by their immediate superior, feedback, and an Individual Development Plan (IDP). For leaders, the process encompasses the following stages: self-appraisal; assessment by immediate superior, subordinates and peers; results of prior-year targets; people meeting, when leaders discuss with their team members the results of appraisals, feedback and IDP.



Diversity 103-2 | 103-3

In 2021, we started our Diversity Program – a strategic project linked to our Vision of the Future for Sustainability – in order to focus and intensify our actions related to the theme. The initiative is based on three axes: communication, education and affirmative actions. As we are predominantly a company made up of women, we already have female empowerment in our DNA, and we want to use this differential to seek, in addition to gender equality, racial equality, inclusion of people with disabilities, and awareness of all aspects related to diversity, such as ethnicity, generations, affective-sexual orientation, and religion.

Therefore, we want to use our brand strength and engage all our public in the perspective of inclusion, both provoking internal changes and influencing social change. The starting point for this is our internal public, the driving force behind all actions.

We believe in the power of education to transform the world – with this in mind, our actions to raise awareness about diversity are a historical reparation not with minorities, but with those that have

been minoritized in social representation throughout history. Our social role as a company is to repair this scenario and help maximize this change, from inside out, overcoming prejudices and promoting spaces where all people are welcome.

In this regard, we started awareness campaigns through internal communication addressing topics such as racism and inclusion of disabled people and working on the concept of unconscious discrimination biases, for their recognition. We also want to make our environment more diverse, and to do so we started to devise talent attraction projects, avoiding unconscious bias in the selection and integration processes. We will also implement development actions to strengthen the role of inclusive leadership, affinity groups, chat circles, and much more. As a support to these aspects, we have prepared communication and education actions for 2022 and will carry out an internal diversity census, which will collect data on ethnicity/race, gender, sexual orientation, beliefs, and other fronts where we can promote inclusion and equality.

Also, to reinforce our female empowerment activities, in March we carried out a special campaign honoring women, who represent the strength of the company: 12 female employees in different positions, selected based on an internal cultural contest, were photographed by the team in charge of the brand campaigns. Thus, the Vivara Women campaign brought iconic jewelry displayed by female employees, who were models in the action and were able to share their stories. **The campaign photographs illustrate this report.**

Our campaigns

103-2 | 103-3 | 417-3

In line with our Vision of the Future for Sustainability, we set up more assertive strategies for our campaigns, which highlight the unique character of our products, as well as creativity and sophistication attributes. We try to make sure that our marketing guidelines are reflected in our customer service, offering jewelry suitable for different profiles.

Not only do we strongly manage the company's certified raw materials, but also our campaigns, which emphasize the Brazilianness and the attention to quality throughout our production process. We advise our agencies about the focus of the campaigns and they receive guidance to produce content always in line with the company's values.

Diversity, a concept tied to Life by Vivara brand, permeated the campaigns, focusing the whole company on this construction. The campaign '10 Anos Colecionando Momentos' (10 Years Collecting Moments) was the highlight, allowing us a broad representation of publics.

In the other campaigns, we implemented the strategy of alternating models in order to vary representation and inclusion, while in the actions with influencers we also worried about adding regional and representative personalities. We also increased the presence of male models, who gained more visibility in the Life campaigns as well.



We know that our responsibility goes beyond the boundaries of our operations. Therefore, we strive to act as agents for promoting good practices and projects that can bring about positive changes in society. Dedicating a portion of our resources to social projects is part of our institutional culture and, in line with the structure of our Vision of the Future for Sustainability established in 2021, we are now more strategically linked to these activities.

Thus, by interweaving social and environmental responsibility with women's empowerment topics, we have strengthened activities for valuing women and diversity, which are already very present in our engagement campaigns. Projects are picked according to our corporate purposes, and the donation counterparts are defined in the negotiation. These items, which are agreed upon in a contract, are monitored for the correct implementation of the projects, which are also assessed by spontaneous media metrics.

Partnerships

We organize donations and also campaigns that involve our customers, seeking to raise their awareness about social causes through specific products.

Free Free: institute and platform working for the emotional, financial and physical freedom of girls and women. During the campaign, which allocated part of the proceeds from the sale of selected Life by Vivara jewelry in March, six women were invited to tell their life and career stories, describing the feelings that have become their greatest strength.

Make-A-Wish Brasil: we have launched another unique bracelet in support of our mission to raise funds to bring hope, strength, and joy to children and young people with serious illnesses. For each jewel sold, R\$100 is donated to Make-A-Wish Brasil. The collection Palavras Preciosas (Precious Words), with customizable and giftable books produced in partnership with MOL Publishers, also donates the sales proceeds to the entity.

Transforma Brasil: aware of the needs of the communities where we operate, at the beginning of the year we provided support to the people of Manaus, who faced a serious crisis due to Covid-19. Together with the voluntary movement *Transforma Brasil* (Transforming Brazil), we donated an amount equivalent to 250 ten-liter cylinders of oxygen to the population of the Amazon capital.

Instituto Quimioterapia e Beleza: project that has become a reference to women facing the diagnosis and treatment of several types of cancer, with information about beauty, self-esteem and well-being.

Ampara Animal: NGO honored by the Life Pets line since 2017 – in 2022 we will expand the campaign with the participation of the organization's president in the campaign and the release of images of the animals at the shelter, which may even be adopted due to the expanded reach.

Tax-incentive sponsored projects

We contribute to the development of communities through actions under incentive laws. In 2021, we negotiated projects to be implemented in 2022, if the federal government does not delay the release of the resources again, as it happened in 2021 due to the pandemic.

Contemporâneas Vivara: created in 2020, the project recognizes the power of art and poetry on the streets, with murals and installations produced by women artists, and includes training activities targeting processes of reflection, creation, and the implementation of projects organized and led by women. The idea is to extend the activities, initially carried out in São Paulo, to other parts of the country, increasing the connection with the communities and valuing Brazilian cultural production.

Mempodera: national non-profit association that, through sports as an educational tool, promotes the empowerment of girls and young women and the reduction of harmful stereotypes and gender-based violence.

Grupo de Educação e Estudos Oncológico (Geeon): the expansion of diagnostic and outpatient care for elderly women will allow the development of breast cancer prevention activities.

Fundação Amazônia Sustentável: integral development program for children and teenagers in riverside communities and urban and peripheral neighborhoods in the municipalities of the state of Amazonas. As well as adding value to the forest and its biodiversity, the initiative improves the communities' quality of life.

Chá Tecnológico: initiative that promotes digital inclusion of the elderly population, through training and access to digital technologies and the internet, prioritizing the underprivileged population of the state of Ceará.



Suppliers

102-9 | 103-2 | 103-3 | 308-1 | 412-1 | 414-1

For Vivara, integrity and trust in relationships are some of the measures needed to guarantee business continuity. Our supply chain comprises suppliers of production inputs – gold, silver, colored gems, diamonds – and national and international partners in the segments of jewelry, Life, accessories, and watches. In 2021, 69.63% of products received for sales were manufactured in our factory located at the Manaus Free Trade Zone (up 1.19% over the previous year), and the remaining 30.37% were acquired from national and international suppliers. We have approved a new supplier for natural gems and another one for diamonds – important measures for development of the supply chain, as the process has high quality and competitiveness criteria.

Through our Value Chain Development Program, 100% of our direct suppliers and service providers are analyzed according to environmental and social criteria, by means of due diligence and reputational analysis, or audits. All new suppliers not eligible for due diligence and audit are also informed about the Supplier Code of Conduct, a corporate guide with the objective of setting the requirements and general principles that should govern the ethical and social and environmental conduct of all our business partners.

In 2021, the scope and reach of the supplier reputation analysis were expanded to cover other activities and services. With the widening of the criteria, we began to make this analysis for engineering and expansion partners as well. With this in mind, we set evaluation levels based on criticality. For the maximum level, the reputational analysis is thorough, including media analysis, as a criterion for risk assessment and mitigation. There are three types of risk analysis: assessments by approval, periodic, and on demand, to ensure the lowest possible exposure.

We do not condone child, forced, slave or slave-like labor, or raw materials from illegal mining in our operations, nor do we establish commercial or institutional relationships with companies engaged in such practices, whether suppliers, service providers or partners. In 2021, we continued our direct supplier audit program and completed the audit schedule as established. We did not observe restricting situations in any of our suppliers regarding child labor, slave or slave-like labor, or raw materials without due proof of origin in the evaluation carried out during the audit. 408-1 | 409-1

Our Supplier Code of Conduct has specific clauses regarding these issues. In the case of child labor, our partners must comply with the legal requirements for programs involving young apprentices, especially those related to working hours, working conditions, wages, health and safety.

Supplier Network Audit and Development Program 103-2 | 103-3

Our supplier audit program seeks to verify social, environmental and governance aspects in compliance with our principles and values outlined in our Supplier Code of Conduct, as well as to disseminate best practices in our supply chain.

Among the items checked in the supplier audit are:

Environmental



- Waste
- Air emissions and effluents
- Environmental management
- Chemicals
- Supply chain due diligence
- Raw material responsible sourcing
- Raw materials outside the conflict zone

Social



- Human Rights
- Surrounding community
- Health and safety
- Compensation and working hours
- Non-discrimination and respect with the worker

Governance



- Commitments and procedures regarding prevention of money laundering and terrorism
- Corporate policies and code of conduct
- Legal compliance



Audited suppliers show an average of 89.73%³ adherence to our audit checklist

3. This percentage refers to the year closing that includes the initial audit and the closing audit of the action plan of the initial audit.



Our commitment

Marina – Executive Officer

Our commitment’ pillar encompasses our guidelines for doing business, based on ethics, respect and transparency

- 5 GENDER EQUALITY
- 8 DECENT WORK AND ECONOMIC GROWTH
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Social and sectorial engagement

102-12 | 102-13

We are aligned with national and global initiatives that are benchmarks in the different themes we relate to, acting with pioneering spirit and commitment to social demands.

Global Compact

Through our voluntary subscription to the UN Global Compact, we contributed to the Agenda 2030, a global action plan that brings together 17 Sustainable Development Goals (SDGs).

In addition to establishing concrete and measurable actions to meet the ten principles of the Global Compact, we seek synergy and connect our projects to the SDGs and their targets, in particular to SDG 5 “Achieve gender equality and empower all women and girls” and SDG 12 “Ensure sustainable consumption and production patterns”. In this report, the connection of our actions and indicators is shown throughout the pages by each SDG icon.



Responsible Jewellery Council

We are the only Brazilian jewelry company to be a member of the Responsible Jewellery Council (RJC), a non-profit organization that promotes responsible environmental, social and ethical practices, respecting Human Rights in the entire supply chain of the gold and diamond jewelry industry, from mines to retail. We comply with the entity's code of practices, and our participation reflects in the adoption and diffusion of ethical practices in our operational chain, ensuring the compliance, integrity, and transparency of our entire production cycle.

Initiative for Responsible Mining Assurance

We are the only Latin American jeweler to be part of the Initiative for Responsible Mining Assurance (IRMA), which assesses mine performance in terms of worker health and safety, human rights, community participation, pollution control, indigenous peoples' rights and transparency. We have undertaken the commitment to encourage our suppliers to join the protocol and comply with local laws and the best standards for responsible mining. In 2021, we adhered to the letter that was sent to large mining companies around the world to publish the commitment of this group of buyers we are part of.

Kimberley Process

All diamonds used in our jewelry come from mines certified by the Kimberley process, an international mechanism for certifying the origin of rough diamonds, which seeks to prevent the illegal trade of diamonds that finances armed conflicts. Countries participating in the program undertake to comply with import and export requirements, have transparent practices, and exchange key statistical data. Brazil began to take part in this system in 2003.

The Amazon Business Movement

In 2021, we joined the Amazon Business Movement led by the Brazilian Business Council for Sustainable Development (CEBDS). The movement aims at expressing concern about the country's image negative perception abroad regarding social and environmental issues in the Amazon and other Brazilian biomes, and strengthening the support and participation of the Brazilian business sector in taking positive action. We are committed to an effective agenda to defend sustainable development and promote recovery of the Brazilian economy in a circular, low-carbon, and inclusive economy model, where there is no controversy between production and preservation.

Entrepreneurs for the Climate Positioning

Also in coordination with CEBDS, we have signed the Entrepreneurs for Climate Positioning, a letter taken to COP26 in 2021 that states clearly the commitment of Brazilian companies to comply with the Paris Agreement and urges society and political players to support Brazil's engagement in the new global reality of climate economy, through the green recovery of the economy and the active participation in the Glasgow conference.



Ethics and conduct

102-16 | 103-2 | 103-3 | 205-1 | 205-2 | 412-1

Our honesty and integrity background allows us to have excellence in ethical conduct. In 2021, we revised the Code of Conduct, strengthening Human Rights pillars and simplifying the code by drafting internal policies regarding anti-corruption, souvenirs, gifts and hospitality, and donations and sponsorships. The document was approved by the Board of Directors in February 2022, with immediate communication to the market.

In 2021, we strengthened our Money Laundering Prevention Program, in accordance with Resolution no. 36 of the Financial Activities Control Council (COAF), published in June. With agile adjustment of procedures, policies, and tools, we hired a tool to automate and help manage this program, whose changes were absorbed into the company's internal policies.

The business corruption risks are limited to dealing with public agencies in the case of inspections. In order to mitigate any risk, inspections are centralized in the corporate area. In 2021, we enhanced the depth of reputational analysis by including restrictive lists in the negative media analysis, in a process formalized in February 2022.

At the same time, we sought to strengthen the culture of ethics and integrity with our annual training schedule for our employees, ranging from expected behaviors according to our Code of Conduct to procedures in compliance with current legislation, such as the money laundering prevention regulation and the General Data Protection Law (LGPD).

In 2021, we provided all employees (corporate, stores and factory, including executive officers) with two digital training sessions on preventing money laundering and fighting terrorism financing, lasting approximately 30 minutes each, to consolidate the internal procedures adopted by Vivara. This topic is also part of the mandatory compliance training track, which includes modules on the Code of Conduct, with the goal of reinforcing the aspects of the document. In 2021, 85% of our employees participated in the activity. Also, in the year, 98% of the active employees were certified in Vivara's Ethics course, which addresses Human Rights, among other topics. There were 1,585 certifications, totaling 2,847 hours of training in the Code of Conduct course. 412-2



87% to 91% of our staff adhered to the training against money laundering and terrorism financing



Open Channel



Our Open Channel enables safe communication, to be made anonymously if desired, of any conduct considered to be anti-ethical or that breaches the ethical principles and standards of conduct or the current legislation. In 2021, the policy and procedure related to this process were reviewed. The channel can be contacted by phone at 0800 377 8024 or through the website Canal Aberto Vivara (canalconfidencial.com.br). We handle all complaints with impartiality and secrecy, with prior assessment by a third-party company. Moreover, all the complaints have a corrective and/or preventive action plan, which are monitored by the Compliance area until they are fully handled. The Open Channel indicators are reported to the People, Culture and Governance Committee for information and follow-up, besides being the last resort in any deliberation of greater criticality. With the purpose of stimulating its use, in 2021 we increased communication actions about the topic. 102-17 | 102-33 | 102-34

Risk management

102-11 | 102-15

We update our risk matrix annually, mainly focusing on strategic risks, through a more complete and structured mapping. In 2021, we received support from an external consulting firm, which updated the document considering the main concerns of Vivara's top management and the company's strategic goals. Next, we started to review the action plan in order to define the controls to mitigate the risks, in a cyclical process, according to the targets we have set for the company. The ESG risks were included among our strategic risks, as part of the advances made in 2021.

Our risk management policy intends to establish guidelines, controls, procedures, and responsibilities related to the identification, assessment, treatment, and monitoring of the risks related to our activities. The process, integrated to the targets and goals of the business, requires the active participation of all employees, the adoption of best practices, and the dissemination of the risk mitigation culture and knowledge at all levels.

Risk management is the responsibility of the Board of Directors; the Audit, Finance and Risks Committee; the Internal Audit, Compliance and Internal Controls Area; and the Business areas, which have distinct duties and must act together in an integrated manner. The Audit, Finance and Risks Committee evaluates and monitors Vivara's exposure to risks that could affect its sustainability, and also assesses the effectiveness of the risk management model, suggesting solutions for enhancement of internal processes. 102-

33 | 102-34 | 207-2



• **Strategic risks:** those that can prevent or affect the implementation of the Company's strategic decisions for its business goals.

• **Operating risks:** those that involve operation, information systems, processes, internal controls, customers, revenues and other activities that may result in financial losses, damage to reputation and image, reduction of the Company's profit, among other factors.

• **Financial risks:** those that arise from unexpected effects on the economic or political scenario, and from market trends, which could have an effect on consumers' behavior, interest rates, inflation, financial investments, among other factors. Financial risks also include credit risks caused by the failure of a financial instrument's customer or counterparty to comply with their contractual obligations, which may arise mainly from receivables originated by retail customers, from investments and liquidity risks.

• **Compliance risks:** those caused by non-compliance with laws, rules, regulations and internal policies on ethics and conduct, or due to unresolved or future legal proceedings that may lead to financial loss and damage to the Company's reputation and image.



Corporate governance

102-18 | 102-24 | 102-29

With shares listed on the Novo Mercado of the São Paulo stock exchange (B3) since 2019, Vivara is committed to the highest corporate governance level of the Brazilian stock exchange. The selection of Directors takes into account qualifications, knowledge and gender diversity, experiences, supplementary experiences in executive roles, identification with Vivara’s corporate activity principles, and absence of conflicts of interest. On our site [Investor Relations](#), all the updated documents corresponding to the highest body of governance are available. 102-25 | 102-26

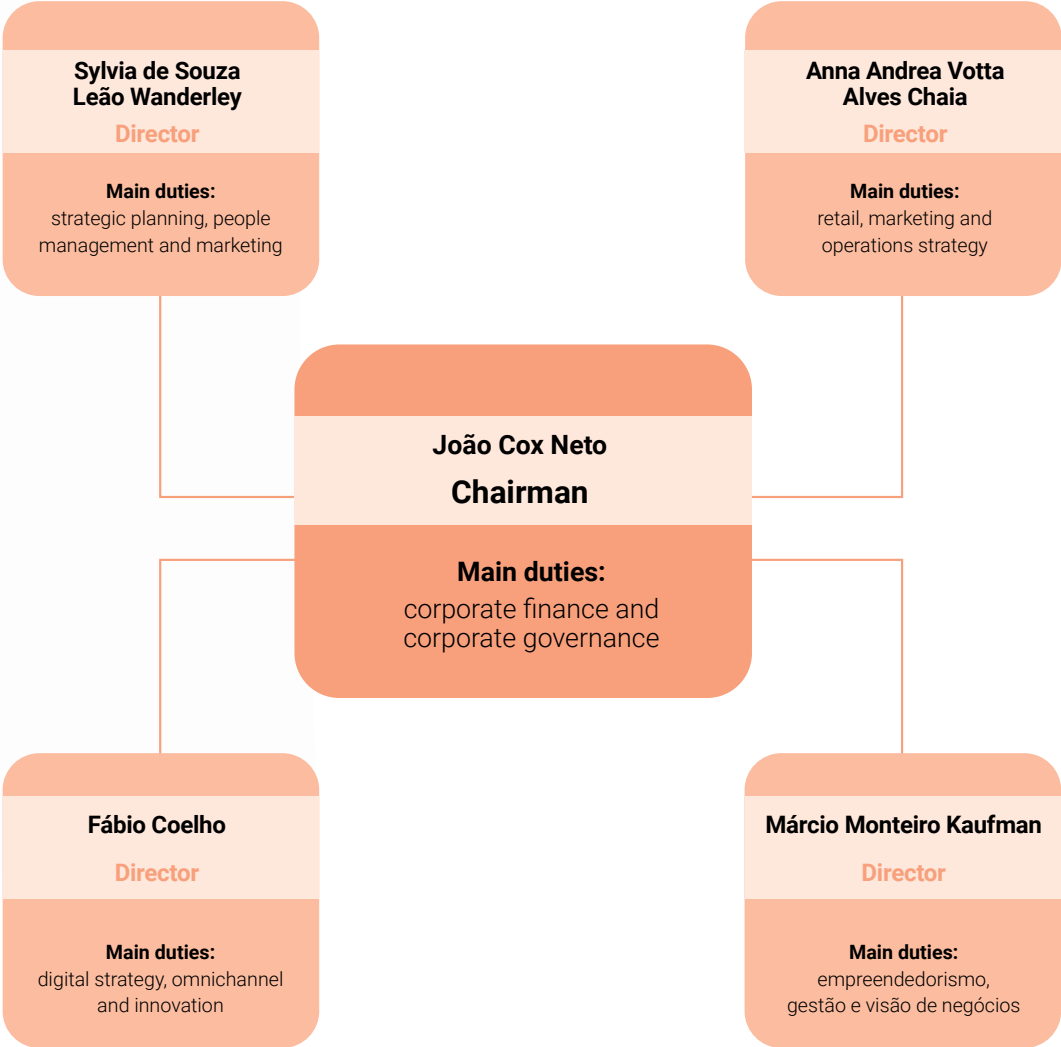
Under its charter, our Board of Directors may comprise at least five (5) members (as in 2021) and not more than nine (9) members, all elected and removed by the General Meeting, with an unified term of office of two (2) years and the possibility of reelection. At least two members must be independent directors – we have four independent directors, 80% of the total. The Executive Board has at least four (4) and at the most ten (10) members, stockholders or not, who are elected and may be dismissed at any time by the Board of Directors, and they can serve simultaneously in other positions.

It is the Board of Directors’ duty to determine and monitor the implementation of the Company’s strategy, taking into account social, environmental and economic aspects with the aid of consultations to stakeholders. The directors analyze information including Vivara’s Management Report; expansion projects and investment programs; risk management; and the Company’s main executives’ performance evaluation. Our Policy on Related-Party Transactions and Other Situations Involving Conflicts of Interest ensures that all decisions are made in the best interests of the Company and its shareholders, and are conducted on an arm’s length basis, following the best corporate governance practices, with due transparency.

The Board of Directors and its committees carry out evaluation of their own performance as a body, and of each one of their members, at least once a year. The evaluation process is the responsibility of the Board Chairman, who may use specialized external advisers. The statutory directors are also assessed individually by the Board of Directors. The results of the evaluations are used to assess performance and seek opportunities to improve the Company’s governance. 102-28



Board of Directors Composition



Audit, Risks and Finance Committee: responsible for supervising the quality and integrity of financial reports; compliance with legal rules, bylaws and regulations; adequacy of risk management processes; and activities of external auditors. **Coordinator:** João Cox Neto. **Members:** Anna Andrea Votta Alves Chaia e Fabio José Silva Coelho.

People, Culture and Governance Committee: responsible for supervising matters relating to human and organizational development and to people management processes, organizational culture, and corporate governance. **Coordinator:** Anna Andrea Votta Alves Chaia. **Members:** Sylvia de Souza Leão Wanderley e Marcio Monteiro Kaufman.

Women's Empowerment Principles

Promote the strengthening of women's leadership in the workplace and in the productive chain of companies: this is the goal of the Women's Empowerment Principles (WEPs), a joint initiative of the UN Women and the Global Compact that lays out seven steps to

leverage gender equality in the business world. In 2021, we received an honorable mention in our first participation in the WEPs Brazil Award, which acknowledges companies that share WEPs and encourage gender equality.



Kharyn – Sales

The seven principles

1

ESTABLISH HIGH-LEVEL CORPORATE LEADERSHIP FOR GENDER EQUALITY.

At Vivara, 87% of leadership positions are held by women. On our Executive Board this proportion is 36%, and on the Board of Directors, 40%.

2

TREAT ALL WOMEN AND MEN FAIRLY AT WORK – RESPECT AND SUPPORT HUMAN RIGHTS AND NONDISCRIMINATION.

Our selection criteria are based on the professional experience required for the function and alignment with the institutional culture. Diversity is one of the principles highlighted in our Code of Conduct and one of the priority causes set in 2021.

3

ENSURE THE HEALTH, SAFETY AND WELL-BEING OF ALL WOMEN AND MEN WORKERS.

Our corporate program Viva Bem (“Live Well”) is a complete group of actions for well-being and quality of life, working on physical and mental health, motivating sustainability, dedicating special care to pregnant women, and providing family benefits. Our retention rate after maternity leave is 74%. [401-3](#)

4

PROMOTE EDUCATION, TRAINING AND PROFESSIONAL DEVELOPMENT FOR WOMEN.

Our sales force is female, and we dedicate special attention to commercial training. In 2021, store teams received 290,799 hours of training, with an average of 98.07 training hours per employee.

5

IMPLEMENT ENTERPRISE DEVELOPMENT, SUPPLY CHAIN AND MARKETING PRACTICES THAT EMPOWER WOMEN.

Our supply chain audit and development program involves checking of fair labor issues, including gender issues, and our campaigns always strive for diversity, respect, and appreciation of women.

6

PROMOTE EQUALITY THROUGH COMMUNITY INITIATIVES AND ADVOCACY.

By supporting the Mempodera project, we encourage the educational aspect of sport for empowering girls and young women and their communities (see more in [Tax-incentive sponsored projects](#)).

7

MEASURE AND PUBLICLY REPORT ON PROGRESS TO ACHIEVE GENDER EQUALITY.

The sustainability indicators that we monitor include gender diversity in our workforce, and fairness and equanimity in our working conditions.

Sustainability as a strategic pillar

The year 2021 was essential for the consolidation of sustainability in our strategy, linking environmental, social, and governance (ESG) issues to the Business Sustainability pillar. In this way, we ensure the engagement of the whole organization with this commitment, which is already part of Vivara's essence.

At the same time, our Vision of the Future for Sustainability, defined with the input of various internal stakeholders, helps us direct our efforts to prioritized positionings: diversity, women empowerment and social environmental responsibility in the raw materials and operations.

In 2022, we will continue our journey. To this end, we have been working to establish continuous improvement through the consolidation of ESG actions, focusing on the management of indicators and the setting of targets. In our 60th-anniversary, we will continue fascinating our customers looking towards a more sustainable future for all of us.



About this report

102-1 | 102-5 | 102-45 | 102-48 | 102-50 | 102-53

This report contains information for 2021 about Vivara Participações S.A., a publicly-traded company listed on the B3 under the code VIVA3, a holding company that controls Tellerina Comércio de Presentes e Artigos para Decoração S.A. and Conipa Indústria e Comércio de Presentes, Metais e Artigos de Decoração Ltda. In 2021, Vivara Group had no change in its legal and ownership form, or in the nature of its operations. The consolidated financial statements comprise the financial statements of the Company and its subsidiaries. Please send any questions or suggestions relating to this publication to: sustentabilidade@vivara.com.br.



GRI Appendix

Indicators

102-8 | 405-1
Employees by age and gender

	Up to 30	31-50	Above 50	Total
Female	1,381	1,807	204	3,392
Male	285	192	32	509
Total	1,666	1,999	236	3,901

Employees by location

	Total companies	%
Stores – Vivara	2,737	70.2%
Conipa – factory	660	16.9%
Corporate	305	7.8%
Logistics and Technical Assistance	199	5.1%
Total	3,901	100.0%

201-1
Distribution of added value (R\$)

	2019	2020	2021
Personnel	160,164,379	200,528,944	283,974,055
Taxes and contributions	290,289,937	364,170,179	423,936,397
Remuneration of external capital	51,171,982	77,078,593	79,617,259
Remuneration of own capital	257,971,336	146,672,109	298,490,270
Total	759,597,634	788,449,825	1,086,017,981

Source: Standardized Financial Statement (DFP), 2021, pages 24–25. Historical information adjusted for consolidated data.

201-4
Tax incentive – 2021 – ICMS 131 – Operational profit – IRPJ 45

	2021	2020	2019
ICMS tax (VAT)	131,464	61,186	45,892
Operational profit – IRPJ (corporate income tax)	44,574	23,887	15,510
Total	176,038	85,073	61,402

Source: DFP, 2021, page 50.

All the incentive programs are Brazilian; there is no government participation in the stockholding structure of Vivara or in any of its subsidiaries. We conduct our tax strategy with the aim of optimizing the tax burden in compliance with the law. Internally, we monitor tax and regulation adjustments daily, with the support of specialized firms and by attending several forums promoted by the Brazilian Retail Development Institute (IDV). Our factory, located in the Manaus Free Trade Zone, gets tax incentives regarding the reduction of the Corporate Income Tax (IRPJ) and the subsidy for investments and funding via ICMS. These incentives must be invested in the business and, consequently, in the development of the region by promoting jobs, income, and taxes. Fiscal regularity in the federal, state, and social security spheres is a mandatory requisite for the operation, so its continued existence attests to the fulfillment of such requisites. Vivara’s financial statements are periodically audited by an independent company. 103-2 | 103-3 | 207-1

401-1
Total number and rate of new hirings in 2021, by age group, gender and region

Age group	Up to 30 years		31-50		Above 50		
Region	Female	Male	Female	Male	Female	Male	Total
Midwest	67	0	47	0	1	0	115
Northeast	63	0	76	0	3	0	142
North	210	119	80	27	3	1	440
South	97	0	102	0	10	0	209
Southeast	394	54	324	64	24	7	867
Total	831	173	629	91	41	8	1.773
Rate of new hirings							45,4%

401-1

Turnover by age group, gender and region

Description		Quantity	
Hired		1,773	
Dismissed		993	
Total active employees – average of totals for each month		3,262	
Turnover*		30.4%	
Dismissed		Quantity	Representation %
Gender	Female	892	90%
	Male	101	10%
Age group	Up to 30	480	48%
	Between 31-50	475	48%
	Above 50	38	4%
Region	Midwest	79	8%
	Northeast	93	9%
	North	135	14%
	South	156	16%
	Southeast	530	53%

*Turnover is calculated as the number of severances divided by the average number of active employees in the period. The following are disregarded: temporary employees, apprentices, suspended contracts.

401-3

Maternity/paternity leave

	Female	Male
Number of employees entitled to take maternity/paternity leave	3,383	518
Number of employees that took maternity/paternity leave in 2021	155	4
Number of employees that returned to work after the end of maternity/paternity leave	114	4
Taxa de retorno ao trabalho	74%	100%

GRI Standards content index

102-55

GRI 101: Basic information (2016)					
GRI 102: General disclosures 2016	Standard	Page	Omission	Global Compact ¹	SDGs ²
Organizational profile					
	102-1: Name of the organization	66			
	102-2: Activities, brands, products, and services	9, 13			
	102-3: Location of headquarters	83			
	102-4: Location of operations	16			
	102-5: Ownership and legal form	66			
	102-6: Markets served	9, 16			
	102-7: Scale of the organization	4			
	102-8: Information on employees and other workers	44, 67		6	8
	102-9: Supply chain	32, 52			
	102-10: Significant changes to the organization and its supply chain	17, 42			
	102-11: Precautionary principle or approach	60			
	102-12: External initiatives	55			
	102-13: Membership of associations	55			
Strategy					
	102-14: Statement from senior decision-maker	6			
	102-15: Key impacts, risks, and opportunities	17, 20, 60			
Ethics and integrity					
	102-16: Values, principles, standards, and norms of behavior	10, 58		10	16
	102-17: Mechanisms for advice and concerns about ethics	59		10	16

1. The correlation between the 10 Principles of Global Compact and GRI was made by adapting to the document "Making the Connection: Using the GRI G4 Guidelines to Communicate Progress on the UN Global Compact Principles."

2. The correlation between SDGs and GRI was made in accordance with the document "SDG Compass – Linking the SDGs and GRI."

GRI 101: Foundation 2016					
GRI 102: General disclosures 2016	Standard	Page	Omission	Global Compact	SDGs
Governance structure					
	102-18: Governance structure	62			
	102-24: Nominating and selecting the highest governance body	62			5, 16
	102-25: Conflicts of interest	62			16
	102-26: Role of highest governance body in setting purpose, values, and strategy	62			
	102-28: Evaluating the highest governance body's performance	62			
	102-29: Identifying and managing economic, environmental, and social impacts	62			16
	102-30: Effectiveness of risk management processes	We had no change regarding risk assessment, only a new strategic risk matrix described in indicator 102-29.			
	102-33: Communicating critical concerns	59			
	102-34: Nature and total number of critical concerns	59; All complaints are handled with total impartiality by a third-party company, ensuring confidentiality, governance, and knowledge of the highest level of the company's management.			
Stakeholder engagement					
	102-40: List of stakeholder groups	26			
	102-41: Collective bargaining agreements	47		3	8
	102-42: Identifying and selecting stakeholders	26, 28			
	102-43: Approach to stakeholder engagement	26, 28			
	102-44: Key topics and concerns raised	27			

GRI 101: Foundation 2016					
GRI 102: General disclosures 2016	Standard	Page	Omission	Global Compact	SDGs
Reporting practice					
	102-45: Entities included in the consolidated financial statements	66			
	102-46: Defining report content and topic boundaries	27			
	102-47: List of material topics	27			
	102-48: Restatements of information	38, 66			
	102-49: Changes in reporting	None.			
	102-50: Reporting period	66			
	102-51: Date of most recent report	2020.			
	102-52: Reporting cycle	Annual.			
	102-53: Contact point for questions regarding the report	66			
	102-54: Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core Option			
	102-55: GRI content index	71			
	102-56: External assurance	None.			
Specific contents	Item	Page	Omission	Global Compact	SDGs
Economic Standards					
GRI 201: Economic performance 2016					
GRI 103 Management approach 2016	103-1 Explanation of the material topic and its boundary	27			
	103-2 Management approach and its components	19, 34		1 8	1, 5, 8, 16
	103-3 Evaluation of the management approach	19, 34			
	201-1 Direct economic value generated and distributed	19, 68			2, 5, 7, 8, 9
	201-2 Financial implications and other risks and opportunities related to climate change	34, 39		7	13
	201-4 Financial assistance received from government	69			

Specific contents	Item	Page	Omission	Global Compact	SDGs
Economic Standards					
GRI 202: Market presence 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	43		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	43			
	202-1: Ratios of standard entry level wage by gender compared to local minimum wage	All employees receive a salary greater than or equal to the Brazilian national minimum wage. This calculation includes only workers with 220 working hours. We do not allow any salary difference between genders.		6	1, 5, 8
GRI 203: Indirect economic impacts 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	50		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	50			
	203-1: Infrastructure investments and services supported	50			2, 5, 7, 9, 11
GRI 204: Procurement Practices 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	9		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	9			
	204-1: Proportion of spending on local suppliers	9			12
GRI 205: Anti-corruption 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	58		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	58			
	205-1: Operations assessed for risks related to corruption	58		10	16
	205-2: Communication and training about anti-corruption policies and procedures	58		10	16
	205-3: Confirmed incidents of corruption and actions taken	In 2021, there were no confirmed corruption cases.		10	16

Specific contents	Item	Page	Omission	Global Compact	SDGs
Economic Standards					
GRI 206: Anti-Competitive behavior 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	58		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	58			
	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no lawsuits due to unfair competition, antitrust and monopoly practices.			16
GRI 207: Tax 2019					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	69		1, 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	69			
	207-1: Approach to tax	69			2, 5, 7, 8, 9
	207-2: Tax governance, control, and risk management	60		7	13
Environmental Standards					
GRI 301: Materials 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	34		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	34			
	301-1: Materials used by weight or volume	38		7 8	8, 12
	301-2: Recycled input materials used	34			8, 12
GRI 302: Energy 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	37		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	37			
	302-1 Energy consumption within the organization	38			
	302-3 Energy intensity	38			

Specific contents	Item	Page	Omission	Global Compact	SDGs
Environmental Standards					
GRI 303: Water and effluents 2018					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	37			
	103-3: Evaluation of the management approach	37			
	303-3: Water withdrawal	38			
	303-4: Water discharge	38		8	6
	303-5: Water consumption	38		8	6, 8, 12
GRI 305: Emissions 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	39		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	39			
	305-1: Direct (Scope 1) GHG emissions	39		7 8	3, 12, 13, 14, 15
	305-2: Energy indirect (Scope 2) GHG emissions	39		7 8	3, 12, 13, 14, 15
	305-3: Other indirect (Scope 3) GHG emissions	39		7 8	3, 12, 13, 14, 15
GRI 306: Waste 2020					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	34, 37		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	34, 37			
	306-1: Waste generation and significant waste-related impacts	37		8	3, 6, 12
	306-2: Management of significant waste-related impacts	34, 37		8	3, 6, 12
GRI 307: Environmental compliance 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	36		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	36			
	307-1: Non-compliance with environmental laws and regulations	There were no identified non-compliances with environmental laws and regulations in 202.		8	16

Specific contents	Item	Page	Omission	Global Compact	SDGs
Environmental Standards					
GRI 308: Supplier environmental assessment 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	52		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	52			
	308-1: New suppliers that were screened using environmental criteria	52		8	
Social Standards					
GRI 401: Employment 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	43		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	43			
	401-1: New employee hires and employee turnover	69, 70		6	5, 8
	401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	47			8
	401-3: Parental leave	65, 70		6	5, 8
GRI 402: Labor/Management relations 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	47		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	47			
	402-1: Minimum notice periods regarding operational changes	Vivara obeys the legal communication periods required by the Brazilian employment laws ("CLT") and the Collective Labor Agreements of each region.		3	8

Specific contents	Item	Page	Omission	Global Compact	SDGs
Social Standards					
GRI 403: Occupational health and safety 2018					
GRI 103 Management approach	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	47		1, 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	47			
	403-1: Occupational health and safety management system	47			
	403-8: Workers covered by an occupational health and safety management system	47			
	403-9: Work-related injuries	<p>Tellerina Frequency rate = 0.27 2 accidents x 1,000,000 / 7,536,000 hours worked per year.</p> <p>Conipa Frequency rate = 1.32 2 accidents x 1,000,000 / 1,515,360 hours worked per year.</p> <p>No fatalities or serious accidents were reported.</p>			
	403-10: Work-related ill health	The Company has no record of work-related illnesses.			8
GRI 404: Training and education 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	45		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	45			
	404-1: Average hours of training per year per employee	46		6	4, 5, 8
	404-3: Percentage of employees receiving regular performance and career development reviews	48		6	5, 8

Specific contents	Item	Page	Omission	Global Compact	SDGs
Social Standards					
GRI 405: Diversity and equal opportunity 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	48		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	48			
	405-1: Diversity of governance bodies and employees	68		6	5, 8
GRI 406: Non-Discrimination 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	48		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	48			
	408-1: Operations and suppliers at significant risk for incidents of child labor	In 2021, via the Open Channel tool, we received three reports that involved, among other issues, discrimination in the workplace, which were treated with the applicable disciplinary measures. We do not accept discrimination of any kind and act in line with this principle.		6	5, 8, 16
GRI 408: Child labor 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	52		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	52			
	408-1: Operations and suppliers at significant risk for incidents of child labor	52		5	8, 16
GRI 409: Forced or compulsory labor 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	52		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	52			
	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor	52		4	8

Specific contents	Item	Page	Omission	Global Compact	SDGs
Social Standards					
GRI 410: Security practices 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	58		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	58			
	410-1: Security personnel trained in human rights policies or procedures	All of Vivara's security personnel (100%) received training in topics involving Human Rights. In 2021, 28 contractors and 10 employees of the Company, who work at the Manaus factory, the corporate office in São Paulo and the Oscar Freire store (SP) received training. The organic team undergoes mandatory ethics training on the Vivara intranet, and the outsourced security staff is required to take the training course.		1	16
GRI 411: Rights of indigenous peoples 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	36		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	36			
	411-1: Incidents of violations involving rights of indigenous peoples	36		1	2
GRI 412: Human rights assessment 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	52		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	52			
	412-1: Operations that have been subject to human rights reviews or impact assessments	52, 58		1	
	412-2: Employee training on human rights policies or procedures	58		1	

Specific contents	Item	Page	Omission	Global Compact	SDGs
Social Standards					
GRI 413: Local communities 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	37, 50		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	37, 50			
	413-1: Operations with local community engagement, impact assessments, and development programs	50		1	
	413-2: Operations with significant actual and potential negative impacts on local communities	37		1	1, 2
GRI 414: Supplier social assessment 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	52		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	52			
	414-1: New suppliers that were screened using social criteria	52		2	6, 8, 16
GRI 416: Customer health and safety 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	31, 53		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	31, 53			
	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	In 2021, we had no legal or administrative cases at Procon (Consumer Protection Agency) relating to health and safety, nor to impacts of products and services on customers. This aspect is guaranteed by our risk management process, as well as by other documents and practices that address the quality process and customer experience, such as the Supplier Code of Conduct.			16

Specific contents	Item	Page	Omission	Global Compact	SDGs
Social Standards					
GRI 417: Marketing and labeling 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	49		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	49			
	417-3: Incidents of non-compliance concerning marketing communications	49; We had no marketing claims that led to lawsuits regarding consumer practices.			
GRI 418: Customer privacy 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	58		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	58			
	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints were identified in 2021 regarding confirmed privacy breaches, and there were no personal data leakage events in the period.			16
GRI 419: Socioeconomic compliance 2016					
GRI 103 Management approach 2016	103-1: Explanation of the material topic and its boundary	27			
	103-2: The management approach and its components	58		1 8	1, 5, 8, 16
	103-3: Evaluation of the management approach	58			
	419-1: Non-compliance with laws and regulations in the social and economic area	Since the last cycle of this report, there have been no administrative or judicial sanctions for non-compliance with laws and/or regulations in the socioeconomic area.			16

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