

# CORPORATE GOVERNANCE

## *Commitment to ethics, values, and culture*

In line with its values and culture, the HEINEKEN Group is committed to conducting business ethically. Our Integrity Program is based on this commitment, and its main tool is the Code of Business Conduct. Additionally, we have several policies and tools in place to guide

and support our employees. Both the Code and policies apply to everyone who works for the HEINEKEN Group, no matter the type of contract or location, including third parties that provide services to the company.

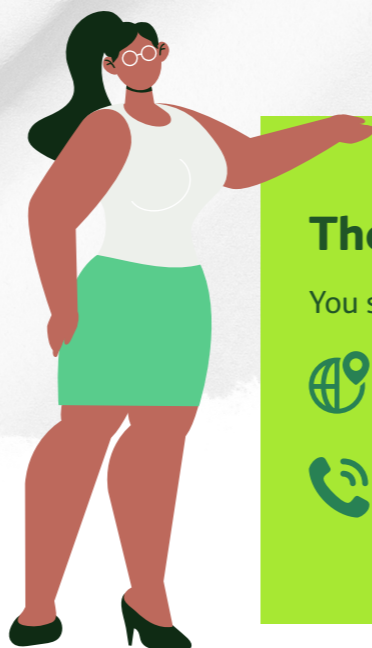




## CODE OF BUSINESS CONDUCT

Our [Code of Business Conduct](#) explains to employees what we stand for and what is expected of everyone, individually and in teams, in all markets and at all levels.

- ✓ Responsible consumption
- ✓ Respect for people and the planet
- ✓ Competition
- ✓ Conflicts of interest
- ✓ Intellectual property, privacy, and data protection
- ✓ Human rights, discrimination and harassment
- ✓ Responsible communications



## DATA PRIVACY POLICY

We work with a multidisciplinary team to ensure full compliance with the General Law for the Protection of Personal Data (LGPD). To support us on this front, we rely on a Privacy Policy for Suppliers, Customers, and Partners that states how we collect information and what we do with it.

[Get to know our Policy for Suppliers, Customers, and Partners.](#)

## REPORTING CHANNEL

Speak Up, our reporting channel, is open to employees, customers, suppliers, and to anyone who wants to report misconduct involving our company, its brands, or its professionals, and is an important pillar of our Integrity Program.

You can submit a grievance over the phone or online, whether identifying yourself or remaining anonymous. All grievances are investigated confidentially, and action is taken based on the outcome of each investigation.

### The Speak Up system has a new number!

You still have three reporting routes:



<http://speakup.heineken.com>



[businessconduct@heineken.com](mailto:businessconduct@heineken.com)



0800 878 2111

## RESPECT AND CARE

*for people and the planet*



The HEINEKEN Group joined the United Nations (UN) Global Compact, in Brazil, in 2022. That same year, it signed commitment letters to collaborate in reaching the ambition of four **Movements of the [2030 Ambition](#) strategy** launched by the Global Compact. They are:

**Mind in Focus Movement:** For the benefit of its employees and society as a whole in the fight against stigma and social prejudice about mental health.

**More Water Movement:** Accelerating the universalization of sanitation and water security in Brazil.

**Net Zero Ambition Movement:** To accelerate businesses that are part of the Global Compact in Brazil so they can establish solid science-based commitments to reduce net greenhouse gas (GHG) emissions.

**Living Wage Movement:** To ensure 100 percent living wages for employees and outsourced workers.

We also joined the [LGBTI+ Forum](#), boosting our commitment to diversity, equity, and inclusion actions. This is a movement aimed to organize businesses around the commitment to respect and promote LGBTI+ people's human rights in both the business environment and in the business society.

## SHARING OUR VALUES WITH BUSINESS PARTNERS

It is our responsibility to make sure that our suppliers and other business partners understand what we expect of them and share our values and our commitment to responsible business conduct.

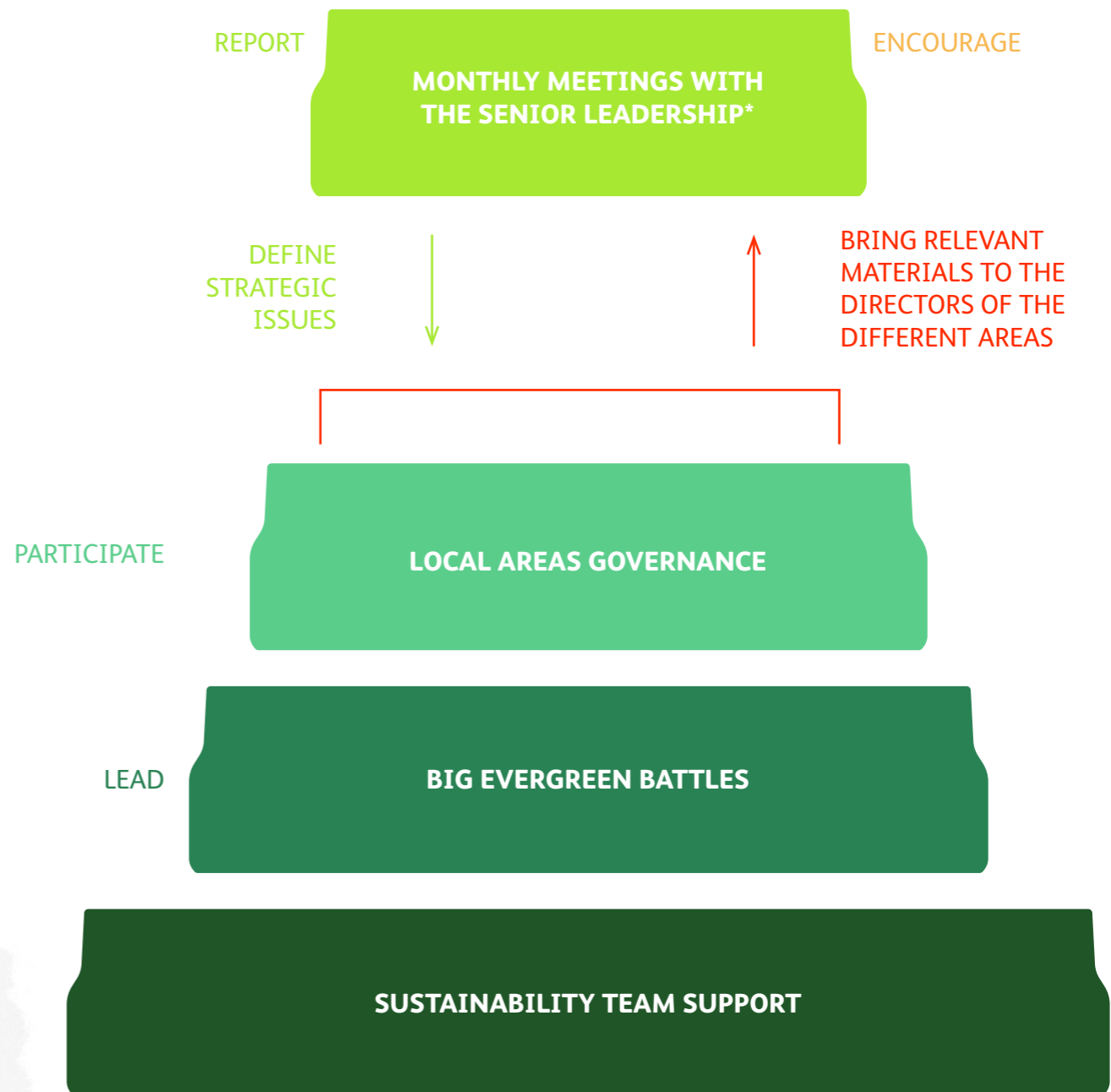
We have the Supplier Code in place to help these partners understand HEINEKEN Group's standards of conduct. As such, we expect them to observe applicable laws and regulations where they operate and to incorporate our standards into their own operations and the operations of their outsourced third parties.

[Get to](#) know our Supplier Code.



## SUSTAINABILITY GOVERNANCE

As well as monitoring progress towards our socio-environmental goals, the leadership team meets periodically to discuss business results and promote values-based decisions. We discuss sustainability guidelines every month in our leadership forum, which is attended by the vice presidents. In accordance with the theme, the partner area leader and the Sustainability area leader jointly lead the topic.



*\*Senior Leadership: In Brazil, this team comprises the CEO and nine vice presidents, covering the Legal; Sustainability & Corporate Affairs; People; Sales & Distribution; Logistics and Planning; Finances; Marketing; Production; Digital & Technology areas.*