



Code of Conduct

Marcopolo s.a.

High management commitment

At Marcopolo, we value a collaborative culture, guided by the company's values. Marcopolo's success depends on having committed and engaged employees, in an environment of respect and appreciation of people, working as a team, making things happen with excellence, focusing on customer satisfaction and in view of the sustainability of our business.

The Code of Conduct provides behavioral guidelines that direct our commitment to ethics and integrity.

Acting with integrity means doing what's right, regardless of rules or whether you're being asked or observed. When you are unsure of how to proceed in a work situation, this document can help you with very important information. It will show you the ethical principles of our Company and the conduct expected in the most diverse situations. Remember, each employee is responsible for protecting Marcopolo's integrity and reputation.

Marcopolo provides a whistleblowing channel that is accessible to the internal and external public to report situations that disagree with the guidelines of this code of conduct, in addition to other situations related to corporate compliance. The channel can be accessed through the electronic address of Contato Seguro Marcopolo <https://contatoseguro.com.br/marcopolo> or free of charge by calling **0800 601 8690**.

Reports can be made anonymously, and confidentiality is ensured in the handling of the matter. All plausible reports, i.e., that contain information that allows the understanding and referral of the subject, are investigated, and returned to the whistleblower. We are committed to ensuring that no whistleblower is retaliated against for reporting any matter in good faith.

We count on your collaboration to always maintain a work environment aligned with our values.

*Executive Board
Board of Directors*

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Purpose, Vision and Values

The purpose, vision and values defined by Marcopolo guide the standards of conduct of all our employees, and are fundamental to the success of Marcopolo's business, since they are based on ethics, integrity, respect, and appreciation of people.



Our Purpose

Bringing people together.



Our Vision

To be a protagonist in mobility solutions in a sustainable way.

Our Values

Respect and appreciation of people

We believe that committed and engaged people are the most important thing.

Customer satisfaction

Satisfied customers are the reason we exist.

Making things happen with excellence

Making things happen with excellence is what sets us apart.

Ethics and integrity

Our actions are reflections of our words.

Sustainability

We keep the Company solid, thinking about the future.

Teamwork

Together we accomplish a lot more.



Interaction with employees



Maintaining a good workplace

Marcopolo is committed to maintaining a good working environment for all employees. This goal can only be achieved if all employees take personal responsibility for treating co-workers, customers, suppliers and visitors with respect and professionalism, ensuring an environment free from discrimination and harassment, in compliance with all applicable laws.

Managers' responsibility

It is incumbent upon the directors, managers, coordinators, leaders, and other employees assigned to management at Marcopolo, as well as their institutional representatives, in the exercise of their activities:

- Lead by example, adopting attitudes and behaviors consistent with Marcopolo's Values;
- Promote and commit to ethical conduct, including impartial treatment in situations that characterize conflicts of interest in personal and professional relationships, whether actual or potential;
- Take all appropriate measures to protect the confidentiality of restricted information about the company, both of a market and technological nature and those involving securities;
- Avoid conflicts of interest by notifying the Conduct Committee and/or Compliance of any relationship or transaction that may presume the potential existence of situations of this nature or any violation of the guidelines of this Code;
- Support and ensure compliance with all integrity rules and procedures of the organization;
- Ensure compliance with this Code of Conduct and transmit its content to the employees of your team, enforcing that it is applied by all;
- Ensure compliance with information security and personal data privacy policies, taking care in the processing of Marcopolo's data; and
- Be proactive in resolving issues related to potential conflicts or inappropriate conduct in your team, giving quick and effective referral to those situations that are within your reach. If in doubt or when the matter is serious, the Compliance area must be notified.

Relationship with employees

The relationship between Marcopolo and the employees is supported by a sense of justice, motivation, mutual respect and valuing the human being, transparency and sharing responsibilities.

The company must offer the same growth opportunities for all employees, observing the individual skills and competencies of each one, rejecting any attitude of prejudice or discrimination. The hiring, promotion, or dismissal of any professional must follow the procedures defined in the Human Resources Policy at Marcopolo. No decision affecting the career of one or more employees may be made based on preferences, personal ties or interests other than those of Marcopolo.

No potential or actual conflicts of interest are permitted. Here are some examples of situations where there is a conflict of interest:

- When exercising an additional paid activity (related to the function performed at Marcopolo or not) that may impair professional performance or represent competition to our company.
- In decision making, which may be in your own or someone else's personal interest, to the detriment of the company's interest.
- In the boss-subordinate relationship between people with family bonds (*grandparents, parents, children, grandchildren, siblings, spouses, partners, sons-in-law, daughters-in-law, brothers-in-law, in-laws, or other cases that are characterized as economic dependence).
- Employees with family bonds (*) who answer to the same manager, including working in different areas.

Any of these situations must be reported to immediate management or Compliance through Marcopolo's formal processes.

The Company respects diversity and does not tolerate any discriminatory behavior due to race, gender, color, ethnicity, sexual orientation, biotype, nationality, religion, health or political position or other situations.

The company does not admit any form of moral or sexual harassment against any employee or person who is acting on its premises or on its behalf.

Bullying is characterized by frequent and intentional abusive conduct through words, behaviors, acts, gestures, or writing. They can damage the personality, dignity or physical or mental integrity of a person, endanger their employment, or degrade the work environment.





Sexual harassment is characterized by the inopportune action of someone who makes a proposal of a sexual nature to another person, manifested physically, by words, gestures, or other means, proposed or imposed against their will, causing them embarrassment, using intimidation, blackmail, or other means of coercion.

Facilities, equipment, machinery, materials, and information owned by Marcopolo must be used by employees for work purposes only, in accordance with the Company's standards. Employees must request permission before using these assets in projects or purposes other than those of the company.

All files and information created, received, or stored on Marcopolo's computers and servers, including mobile devices, are considered property of the company. For this reason, Marcopolo may monitor any information transmitted or stored in these locations. The proper use of Marcopolo's technology and computing resources is detailed in the Information Security Policy.

There should be no restriction on the political-partisan activities of employees, but they should always act on a personal basis and in a way that does not interfere with their professional responsibilities. Such activities may not take place in the work environment, nor involve company resources, materials, or equipment. Employees should also not wear uniforms or other identification of the company when carrying out political activities.

Marcopolo is committed to providing all employees with a work environment that preserves human rights, recognizing that health and safety are fundamental elements, present in all its values.

Any activity involving the sale, trading or promotion of personal goods or services within the company's premises during working hours is not permitted. This includes, but is not limited to, direct product sales, network marketing, catalog distribution, promotion of personal products or services, among other similar activities.

Business conduct

Business integrity

Marcopolo only does business with integrity in any corner of the world. This position is non-negotiable. This behavior is what we expect from our directors, managers, and employees in general and is what we also apply to all our relationships.

They are points of attention in the upright conduct of business, donations, contributions, and sponsorships, combating corruption and money laundering, as well as promotional gifts, presents and hospitality.

Donations, contributions, and sponsorships

Marcopolo may make donations and contributions to and even sponsor public or private institutions, intended to support projects and events that are in line with the company's values and objectives.

Donations, contributions, and sponsorships must be transparent, based on a written contract, with a legal purpose, adequate to the company's objectives and in full compliance with the applicable legislation and the company's Sponsorship and Donations Policy.

Offering, accepting, requesting, or promising gifts or economic advantages of any nature, in return for private benefits or for the company or that are not compatible with the values of the company or that may damage its reputation, is prohibited.

Marcopolo does not support or make donations, contributions and sponsorships to candidates or political parties.

Any situation that raises doubts about conduct or integrity must be submitted to Compliance for verification before being put into practice.

Anti-money laundering and anti-corruption

Marcopolo is committed to following the precepts of anti-corruption and anti-money laundering legislation in the markets in which it operates, promoting a culture of transparency and anti-corruption. To this end, any unusual financial transactions that may give rise to corrupt practices, money laundering or that in any way attack national or foreign public assets should not be tolerated.





Thus, by investing in integrity programs and tools, including the application of training in practices that respect the law, Marcopolo seeks to ensure compliance with related legislation.

Promotional gifts, presents and hospitality

Marcopolo's managers, representatives and employees may not offer, accept, request, or promise economic advantages of any nature that can be correlated with any type of negotiation in the context of Marcopolo, except for objects of small value classified as gifts. In other words, they must be sporadic and cannot be luxurious or extravagant, obeying the criteria established in Marcopolo's Global Integrity Policy.

Invitations to trips and events, financed by third parties, may be accepted in specific situations, if they ensure impartiality and interest of the company. In case of doubt, employees must obtain prior approval from the Compliance area, through formal consultation.

Relations with business partners

Business partners, mainly characterized by suppliers, service providers, assembling companies, sales representatives, financial institutions, dealers, distributors, and resellers play an important and strategic role for Marcopolo. Long-term relationships must be constructed, with clear rules, based on mutual trust and commitment, through learning and shared experiences, stimulating practices that result in joint success.

Marcopolo's business partners must have their rights respected and preserved, as well as comply with the contractual obligations established by mutual agreement between the parties involved.

No member of the professional staff of business partners may belong to Marcopolo's professional staff, regardless of level or area of expertise.

The supply of products or services by company(ies) whose professional(s), partner(s) or representative(s) has/have family bonds with Marcopolo's manager(s) who works in a user or contracting area, or who is in a position that can directly influence decision-making, is not allowed.

Similarly, the sale of products or services to distributors, dealers and/or resellers,

whose professional(s) or partner(s) has/have family ties with the company's manager(s) must be submitted to the analysis of the Compliance area for guidance on the manner and procedure to be followed to carry out the business.

Commercial and business partners, as well as Marcopolo, must respect, in all countries where they operate, the handling or use of personal data in accordance with the defined procedures, whether in physical or digital format, observing local legislation.

Relations with subsidiaries and affiliates

Marcopolo's subsidiaries and affiliates are considered strategic business partners, and ethical, respectful, and trusting relationships are encouraged between all parties involved.

The Code of Conduct must be implemented and applied at Marcopolo's companies and controlled units, observing the feasibility and characteristics of the local culture and legislation. For affiliated companies, efforts should be made to implement Codes of Conduct like that of Marcopolo or the partner company (when applicable).

Marcopolo, in accordance with the provisions of Brazilian law to which it is subject, will extend to the subsidiaries and affiliates the applicable legal provisions.

Investors relations

The relationship with investors must be guided by transparency and reliability in information, through clear, agile, and objective communication. Information on business, financial results, market, and others may only be provided by authorized persons, in accordance with Marcopolo's Information Disclosure Policy and specific regulations of the Brazilian Securities and Exchange Commission (CVM) or equivalent institutions in units abroad.

Employees are not allowed to advise and/or influence the decision to buy or sell shares or use information that is not in the public domain to, in any way, influence, positively or negatively, the price of shares in the market.





Sustainable procurement of goods and services

Marcopolo must ensure that the acquisition of goods and services is aligned with its objectives and business processes, generating value for the company, the shareholder, and the customer, maintaining quality standards, respecting the people and communities in which we operate, in addition to following applicable laws. We must ensure that expenditures, corporate approvals, and restrictions on the permissible types of goods or services are in accordance with the organization's internal regulations.

Sustainable business performance

Marcopolo is firmly committed to sustainable business performance, in Brazil and in the countries where it operates, with business practices and decisions that consider the preservation of the environment and value ethical principles and respect for human rights.

Interaction with external bodies

Competitor relations

Marcopolo's relationship with competitors must be respectful. Competition should be seen as healthy and a reference source for new challenges, promoting continuous improvement and innovation.

Outside the Trade Associations environments, it is forbidden to negotiate with people linked to competitors on issues of any kind that could affect the interests of Marcopolo or the competitor.

Marcopolo will not enter into formal or informal agreements with its competitors for price manipulation, participation in public tenders or product allocation. In its relations with competitors, all antitrust laws and other laws that protect free competition will be observed.

Marcopolo professionals may not obtain or use confidential information from competitors that has not been made available to the public domain. Similarly, the transmission of any information from the company to competitors is prohibited.

Relations with public agencies and non-profit entities

Marcopolo's relationship with authorities, public agents and politicians must be guided by respect for applicable legislation and the ethical principles established in this Code.

Professionals representing Marcopolo in the relationship with these institutions may not offer, accept, request, or promise gifts or economic advantages of any nature, in return for undue benefits, private or for the company.

Contracts and bids made with the Government must follow the applicable legislation and the guidelines of this Code of Conduct.

Any relationship or transaction that may presume the potential existence of conflict-of-interest situations must be immediately reported to Compliance.

Marcopolo's relationship with non-profit entities must be guided by professionalism, protecting the company's interests and commitments in a respectful and legal manner.

Marcopolo must respect the right of its employees to freely associate with these entities, ensuring that there is no discrimination of any kind. The conduct of employees representing the company with these entities must strictly follow the principles defined in this code.





Community relations

Marcopolo's relationship with the communities where it operates is focused on social development, through compliance with applicable legislation, respect for environmental issues, promotion of actions aligned with local needs and permanent communication with stakeholders.

In Brazil, the company's social responsibility is exercised in a shared manner by the Marcopolo Foundation, which maintains programs aimed at the culture, education and health of children, adolescents from communities and society in general.

Community practices that may benefit the personal interests of managers or employees of Marcopolo or the Marcopolo Foundation or politicians, to the detriment of institutional interests, should not be adopted.

Customer relations

Customer satisfaction is the reason for Marcopolo's success. Efforts should be directed to identify what is perceived as value by customers, establishing actions capable of transforming such values into reciprocal profitable realities, supported by safe and long-term relationships.

Employees, at any hierarchical level, if approached, are free to speak with customers. However, the information should be forwarded to the responsible area for assistance.

Promptness and agility in responding to the customer are fundamental to Marcopolo's image, and it is the obligation of employees to answer all customer questions and clarify, with transparency and respect, the company's policies.

The sale of Marcopolo products or services to customers who have family ties with company managers or who are in a position that can directly influence decision-making must be made in accordance with compliance standards and guidelines.

Assets and information management

Press relations and dissemination of information

Marcopolo's relationship with the press must be committed to providing consistent and transparent information, respecting ethical principles, current legislation and specific regulations of the Brazilian Securities and Exchange Commission (CVM) or equivalent bodies abroad.

Statements to the public and the general press should only be made by persons expressly authorized by the company.

Marcopolo employees, at any hierarchical level, may not use confidential and/or privileged information that may influence investment decisions or generate undue advantages. Such information should not be disclosed to third parties, even if they are family members or close friends.

Any disclosure of information involving relevant acts and facts, as well as the maintenance of confidentiality about undisclosed information, must follow the provisions of Marcopolo's Information Disclosure Policy.

The disclosure outside the company of information with Marcopolo content and business is not allowed, using personal e-mails, social media, or another non-corporate environment. Included here are photos, videos, and statements of any nature, as it may affect the company's reputation.

Employees must ensure that the information shared on their social media, whether directly or indirectly leading to the company name, is consistent with Marcopolo's values.

Any activity that can be interpreted as representing the company without proper authorization is prohibited. The company may go public to express a position on topics of interest to it, represented by its designated managers for this purpose.

All employees, including third parties who represent or will represent Marcopolo in these activities, must also comply with this Code of Conduct, as well as other company policies and applicable laws.

The appropriate behavior extends to activities outside the business environment, events, or other situations in which you can be associated as an employee and/or representative of Marcopolo.





Assets protection and personal data privacy

Marcopolo has assets that are essential for its operations. All employees are therefore responsible for protecting the company's resources and ensuring that they are only used for their intended purposes. It is our responsibility that any company property, as well as third party property owned by the company, be protected from loss, theft, damage, abuse or unauthorized use, access, or disposition, including illegal or improper use.

In the conduct of business operations, Marcopolo collects, through its employees and third parties, a significant amount of personally identifiable information and is committed to processing such information in compliance with applicable data protection laws and as authorized by our security and privacy policies.

Sharing this information will only take place in accordance with the data protection laws of each country and region of operation. Among the possibilities for sharing are, but are not limited to, the consent of the data subject, the execution of contracts, compliance with a legal obligation, the protection of vital interests in case of emergency. In case of doubt, the person in charge of processing Marcopolo's personal data should be contacted at the e-mail privacidade@marcopolo.com.br.

Employees must follow Marcopolo's usage, access and security guidelines for computers, hardware, software, mobile devices, including e-mail, Internet, and voicemail systems, as well as other applicable information security guidelines.

Proper record keeping

Our customers, investors, business partners, government entities and others rely on accurate information generated by the company's business records. In addition, it is necessary to maintain certain records to satisfy legal, tax and regulatory requirements. Marcopolo always maintains its governance active to maintain high standards of integrity related to the company's records, ensuring that they remain authentic, reliable, and usable. The company is committed to training all employees who create and manage the records.

The integrity system



Compliance

Compliance is established to contribute to meeting the guidelines of the Code of Conduct and the organization's integrity standards. All employees have a duty to follow the rules, processes, and controls to maintain the effectiveness of this system.

Granting or offering bribes, subordinations, facilitation payments or any other benefit that constitutes an undue advantage, either directly or through third parties, is prohibited. Any type of fraud, dissemination of false information, cartel formation and engagement in illicit activities, such as money laundering, unfair competition and non-compliance with applicable laws and codes, is also prohibited.

Marcopolo seeks to detect and contain ethical violations and inappropriate or illegal conduct in its environment. It is important that all employees cooperate with the efforts and provide truthful information when requested to do so.

In the event of obstruction or omission in the investigation of possible violations, disciplinary actions will be applicable, in accordance with the rules of this Code and the Global Integrity Policy, as well as the specific legislation or in force.

The company has governance with the committees related to this Code of Conduct (see below), which are the bodies responsible for implementing, disseminating, training, reviewing, and updating the code of conduct, in addition to being largely responsible for the effectiveness of the compliance system.

You can answer questions or request individual guidance on situations that may conflict with the guidelines presented by contacting the compliance officer at compliance@marcopolo.com.br.



Code of conduct governance



Committees structure

With respect to this Code of Conduct, the Compliance and Conduct Committees have the responsibility to:

- convert Marcopolo's principles and values into rules on admitted and non-admitted conduct;
- coordinate investigations of fraud or irregularities and recommend penalties (which must be executed by immediate managers), ensuring fairness of the sanctions applied;
- ensure measures to raise the level of trust (internal and external), the image and reputation of the company;
- protect the physical and intellectual assets of the organization;
- manage conflicts of interest;
- oversee activities related to whistleblowing channels;
- identify opportunities to improve internal processes;
- ensure and update the Code of Conduct, promoting its diffusion and disseminating appropriate standards of conduct;
- guide interested parties in case of doubts regarding the application of this Code;
- investigate and make decisions when cases of violation of established principles are verified; and
- act as a consulting and deliberative body for all matters involving the application of this Code and/or the other rules and regulations of the company.

Compliance Committee

This Committee is responsible for guiding the various areas on topics related to compliance guidelines. The other specific attributions of this Committee are described in the Internal Rules of Committees. This Committee reports to the Board of Directors and its members are elected every two years.

Human Resources Committee

This Committee is the highest instance of application and evaluation of situations that conflict with the Code of Conduct related to board positions and cases that go beyond the competencies of the Central Committee of Conduct. This Committee reports to the Board of Directors and its members are elected every two years. The other specific attributions of this Committee are described in the Internal Rules of Committees.

Central Conduct Committee

The main task of this Committee is to coordinate the adoption of the guidelines of the Code of Conduct for all who are part of Marcopolo's context in Brazil, evaluating and responding to the pertinent inquiries received through the company's ombudsman channels. It also coordinates, together with the Compliance area, the implementation of the Code of Conduct at the other units. It reports to the Human Resources Committee and has the following basic composition: heads of the areas of Human Resources, Industrial Operations, Legal Advice/Compliance, Controllership and Finance or Investor Relations. Other participants may be appointed by the Human Resources Committee. The participation of any person whose situation under evaluation concerns him or her, directly or indirectly, is not allowed.

Local Conduct/Compliance Committee

The units located abroad have a Local Conduct / Compliance Committee whose function is to implement the guidelines of the Code of Conduct and compliance in their operations, reporting directly to the Central Conduct Committee and the Compliance Committee in Brazil. This Committee is formed by the head of the unit, by the managers of the Human, Industrial and Financial Resources areas. Other participants may be appointed by the Human Resources Committee. The participation of any person whose situation under evaluation concerns him or her, directly or indirectly, is not allowed.





Whistleblowing channel

Marcopolo provides an exclusive channel for making reports that must be used responsibly and seriously.

Access to the whistleblowing channel, Contato Seguro Marcopolo, can be done through the website <https://contatoseguro.com.br/marcopolo> or by calling **0800 601 8690**.

In this channel you can report situations of non-compliance with the Code of Conduct and established compliance practices, violations of laws and Company values, such as: fraud, harassment, discrimination, misuse of resources. It operates 24 hours, seven days a week, and is served by a third-party company, unrelated to Marcopolo, ensuring impartiality, safety, and full commitment to the confidentiality of the whistleblower and confidentiality in dealing with the report.

Other means made available to clarify doubts on topics of integrity and conduct:

- **Statement of Conduct** (Form attached to the Code of Conduct): To clarify doubts or request individual guidance on personal situations that may conflict with the guidelines of the Code of Conduct.
- **Compliance** (at the e-mail compliance@marcopolo.com.br): Exclusively for clarification of doubts or guidance through internal means.

However, these channels should not be used to address other matters, but only for ethical conduct, integrity, and compliance issues. Nor can slanderous or defamatory accusations be made, with the purpose of persecuting or harming others. Invariably these situations are identified and do not achieve the intended objective.

For other matters, the company provides specific means, which are:

- **Free Channel:** access through the corporate intranet page to send reports, questions, suggestions, and compliments on topics such as benefits, internal procedures, and general internal affairs.
- **SAC Marcopolo:** access through the company's website, for information related to products and services.

Disciplinary measures

Marcopolo does not tolerate ethical violations and conduct that disagree with the guidelines of this code and specific procedures contained in the Internal Standards Booklet, the Global Integrity Policy, the Consequences Policy, and other company policies available to read on the intranet. The company encourages the initiative to voluntarily report involvement in a violation, and this attitude is considered when determining any appropriate disciplinary action.

The conduct committees have the authority to define the application of disciplinary actions, as defined by the company's consequences policy according to their severity, using as a reference:

- Mild cases: verbal warning;
- Moderate cases: written warning;
- Serious cases: disciplinary suspension from work and even dismissal for just cause (article 482 of the Consolidation of Labor Laws).

The Compliance Committee and the Conduct Committee have the autonomy to apply other sanctions that they deem necessary according to each specific case.

The penalties applied by the company do not exempt or replace any legal penalties for violations of rules or regulations of bodies or entities with which Marcopolo relates. Every employee subject to disciplinary action must undergo specific training, according to the severity of the case.



Human rights policy

Marcopolo is committed to ensuring that basic human rights are applied in all its operations in Brazil and abroad. This commitment covers the following topics:

- 1. Child labor:** child labor is prohibited within the legal limits in force in each country. Employment for young apprentices must comply with the specifications for professional qualification allowed by law.
- 2. Slave labor:** any form of exploitation of workers, such as coercion, threat or deception to exploit the person, or to diminish or deprive him or her of freedom, including human trafficking, servitude, forced labor, debt servitude, retention of documents, payment of deposits as a condition for employment and other forms of slave labor, is prohibited.
- 3. Health and safety:** the basic standards for a safe and healthy work environment must be complied with, including drinking water, sanitary facilities, applicable safety equipment and necessary training.
- 4. Freedom of association:** employees have the right to join unions and to bargain collectively through their trade representation.
- 5. Discrimination:** any type of discrimination based on race, gender, color, ethnicity, sexual orientation, biotype, nationality, religion, health, social class, political position or union membership is prohibited.
- 6. Disciplinary practices:** corporal, mental punishment or physical coercion and verbal abuse of workers is prohibited.
- 7. Business hours:** the maximum daily hours, interval between business hours and weekly rest as defined by local labor legislation or collective bargaining agreement must be obeyed.
- 8. Compensation:** wages paid must comply with all legal minimum requirements of the country or collective bargaining agreement.

Form of reparation:

In the event any report or identification of a situation that violates human rights is received, the company will conduct an investigation through the Compliance Officer or the Conduct Committees and the appropriate corrective and preventive measures will be implemented promptly.

Marcopolo is
committed to ensuring
that basic human
rights are applied in
all its operations!



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