



GUIDELINES OF REQUIREMENTS
FOR GRUPO NUTRESA'S SUPPLIERS

EDITION 1 (08.2017)

2017

Content authors:

Juan Andrés Salazar Gómez,
Selelia Gómez Gómez

Graphic Editing:

Lina Orozco

Any reproduction, public disclosure, transformation or distribution of these guidelines in whole or in part without Servicios Nutresa S.A.S.'s explicit permission is expressly prohibited.

©2017 Servicios Nutresa S.A.S.
All Rights Reserved.

CONTENT

1.1 GENERAL INFORMATION	3
1.1 GENERAL INTRODUCTION	3
ABOUT US	4
GROUP AND BRANDS STRUCTURE	4
GRUPO NUTRESA'S STRATEGIC FRAMEWORK	4
GRUPO NUTRESA'S SUSTAINABILITY	5
1.2 GRUPO NUTRESA'S RESPONSIBLE SOURCING MODEL AND MATERIAL TOPICS	5
1.3 POLICIES APPLICABLE TO THE SOURCING CHAIN	6
ANTI-FRAUD, ANTI-CORRUPTION AND ANTI-BRIBERY POLICY	7
MONEY LAUNDERING AND TERRORISM FINANCING POLICY	7
COMPREHENSIVE RISK MANAGEMENT POLICY	7
HUMAN RIGHTS POLICY	8
DIVERSITY AND INCLUSION POLICY	8
CORPORATE ENVIRONMENTAL POLICY	8
WATER RESOURCES POLICY	8
SUSTAINABLE PACKAGING POLICY	9
CLIMATE CHANGE POLICY	9
FOOD LOSS AND WASTE REDUCTION POLICY	9
GENETICALLY MODIFIED ORGANISMS POLICY	9
SUPPLIER SELECTION POLICY	10
CODE OF CONDUCT FOR SUPPLIERS	10
SUSTAINABILITY AUDIT POLICY	10
PROMOTIONAL ITEMS POLICY	10
2. SOURCING CHAIN REQUIREMENTS	11
2.1 REQUIREMENTS FOR SUPPLIERS	12
GENERAL REQUIREMENTS	12
AGREEMENTS	12
OTHER REQUIREMENTS	12
PROFILE OF INTEGRATED MANAGEMENT SYSTEMS	12
TECHNICAL CONDITIONS AND PERMITS	13
SHIPPING STANDARDS	13
2.2 REQUIREMENTS OF FACILITIES AND PROCESSES	14
AUDIT OF THE SUPPLIER'S INTEGRATED MANAGEMENT SYSTEMS	14
OTHER COMPREHENSIVE AUDIT FORMS ACCORDING TO THE CATEGORY	14
SUSTAINABILITY AUDIT	14
TRACEABILITY	14
SUPPLIER ASSESSMENT	14
ASSESSMENT OF ALLERGENS	14
COMMERCIAL SECURITY SUPPLIER ASSESSMENT	14
2.3 PRODUCT REQUIREMENTS	23
BRIEF	23
STANDARDIZED TECHNICAL DATA SHEET	23
PROTOCOLS WITH SPECIAL REQUIREMENTS ACCORDING TO THE PRODUCT	23

2.4 OTHER REQUIREMENTS ACCORDING TO THE RISK ANALYSIS	24
COMMERCIAL SECURITY REQUIREMENTS	24
MARKETERS AND BROKERS	24
CONTRACTS AND CLAUSES	24
2.5 SERVICES AND REQUIREMENTS DURING THE SOURCING PROCESS	24
3. HANDBOOKS OF GOOD PRACTICES	25
4. REQUIREMENT MANAGEMENT SUMMARY GUIDE	26
5. ANNEX INDEX	30
6. STUDY AND APPLICATION COMMITMENT	31
7. GLOSSARY	32

1. GENERAL INFORMATION

1.1 GENERAL INTRODUCTION

About Us

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

It was established in 1920, it currently has approximately 45,000 employees and it operates through eight business units: Cold Cuts, Biscuits, Chocolates, Tresmontes Lucchetti (abbreviated TMLUC), Coffee, Retail Food, Ice Cream and Pastas.

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

A quick look into our business

Almost

100 years
of history.

45.618
employees.



Portfolio of relevant brands,
18 of which have sales over

USD 50 million.

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



Consolidated market share
in Colombia higher than

60,5%



Direct presence in

14 countries
with
46 production
Plants.

Almost one million customers served
through a network of more than



12.991
salespeople.

Company listed in Colombia with a level 1 ADR,
and a market capitalization of 11.5 trillion
Colombian pesos as of March 2017.

For the sixth year in a row, the Organization has been
included in the DJSI (World Index & Emerging Markets
Index) and recognized as one of the most sustainable
companies in the world.

Silver category in the RobecoSAM
Sustainability Yearbook for the third
consecutive year (2017).

Products with presence in

81 countries
from 5 continents.



No commodity represents more than 10%
of the total production costs.

Second best company in terms of reputation in Colombia according to the 2016
reputation ranking published by corporate reputation monitor Merco, and second
best employer in the country according to Merco's 2016 employer ranking.

<https://www.gruponutresa.com/en/quienes-somos/>



Group and Brands Structure

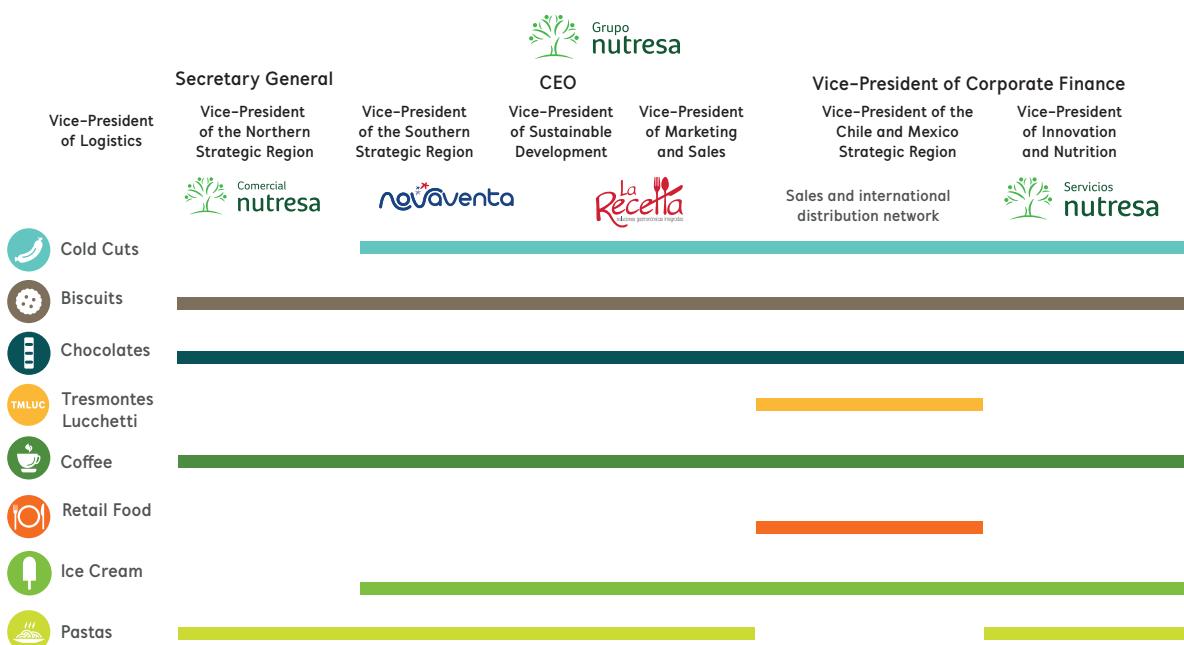
The corporate group structure begins with the CEO's office, which has the responsibility of ensuring the Organization's capabilities, guiding the decisions that allow the Company to achieve the Mega 2020, guaranteeing a sustainable and profitable growth, and developing the foundations that support the business model: people, brands and distribution networks.

In terms of its operation, Grupo Nutresa comprises the Cold Cuts, Biscuits, Chocolates, Tresmontes Lucchetti, Coffee, Retail Food, Ice Cream and Pastas Businesses. In Colombia, the commercial management activities are supported by Comercial Nutresa (dry products), by the Cold Cuts Business (frozen and refrigerated products), and

by alternative sales channels such as Novaventa (catalog sales and vending machines) and La Recetta (institutional food service). Furthermore, Grupo Nutresa has its own exclusive distribution companies abroad.

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

[https://www.gruponutresa.com/en/
estructura-del-grupo/](https://www.gruponutresa.com/en/estructura-del-grupo/)



Grupo Nutresa's strategic framework

Our centenary strategy is aimed at doubling by 2020 the sales achieved in 2013, with a sustained profitability ranging between 12% and 14% of the EBITDA margin.

<https://www.gruponutresa.com/en/inversionistas/perfil-de-la-compania/marco-estategico/>

Sustainability in Grupo Nutresa

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

<https://www.gruponutresa.com/en/sostenibilidad/>

Our sustainability management activities

[https://www.gruponutresa.com/en/
sostenibilidad/nuestra-gestion-en-
sostenibilidad/](https://www.gruponutresa.com/en/sostenibilidad/nuestra-gestion-en-sostenibilidad/)



Grupo Nutresa's 2016 Integrated Report
<http://2016report.gruponutresa.com/>



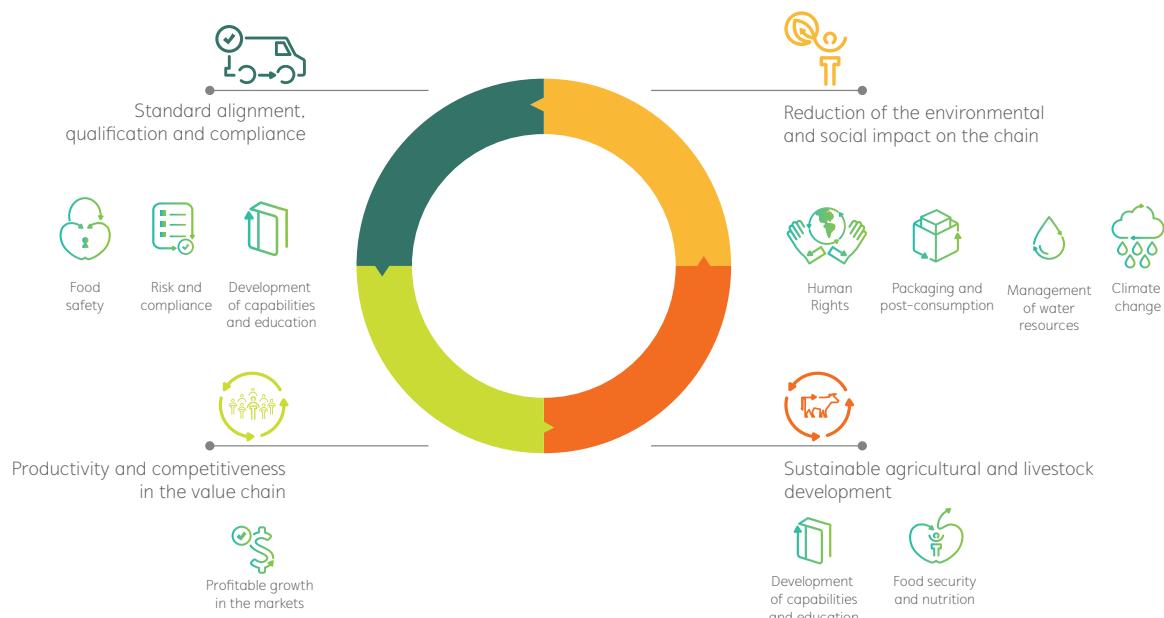


1.2 GRUPO NUTRESA'S RESPONSIBLE SOURCING MODEL AND ITS MATERIAL TOPICS

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

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

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





1.3 POLICIES APPLICABLE TO THE SOURCING CHAIN

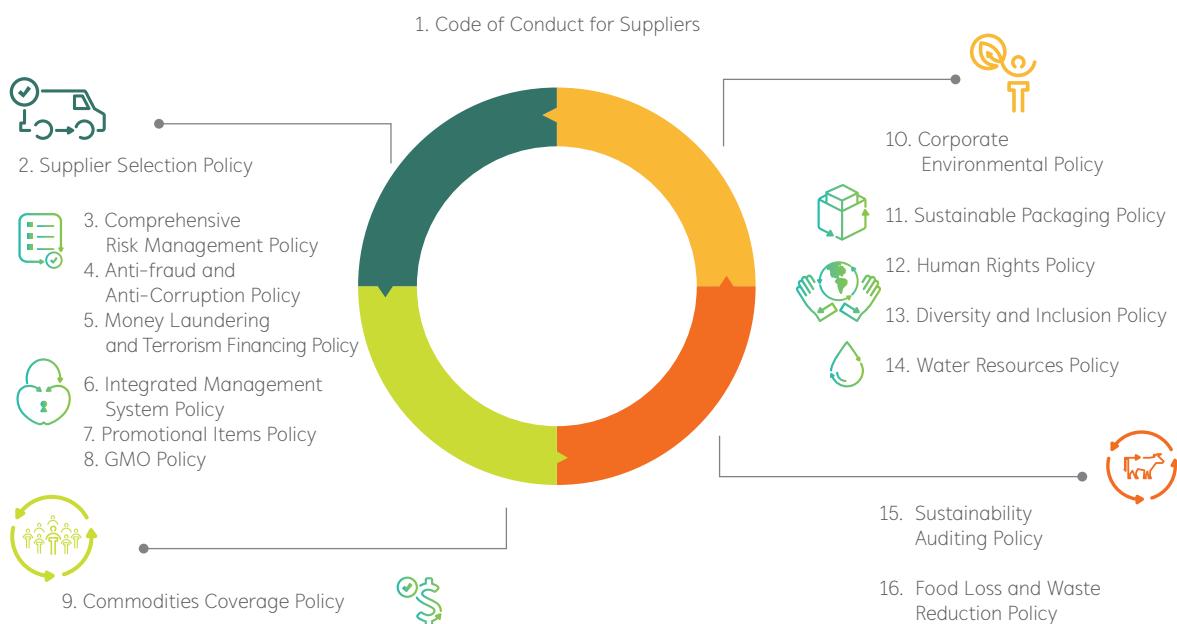
Due to Grupo Nutresa's solid commitment to a sustainable sourcing, the acquisition of goods and services is performed under social and environmental principles that generate benefits for both the value chain and the Organization.

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

of this material topic generates economic and social capital for the Organization by mitigating financial risks, producing effectiveness and building long-term relations with agricultural and livestock producers and all other suppliers that depend, to different extents, on Grupo Nutresa's purchases.

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

<https://www.gruponutresa.com/en/sostenibilidad/abastecimiento-sostenible/>





Operating with integrity

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

Objective:

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

Applicability to Suppliers

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



Read more:

<https://www.gruponutresa.com/en/sostenibilidad/actuar-integramente/>

Money Laundering and Terrorism Financing Policy

Objective:

To define Grupo Nutresa's corporate guidelines with regard to the management activities for the prevention and control of the risk of money laundering and terrorism financing in order to minimize it across the entire sourcing chain.

Applicability to Suppliers

- a) All negotiations and operations with our stakeholders will be performed based on ethics, transparency, respect and corporate social responsibility. No fraud or corruption actions will be tolerated.
- b) All laws, provisions and regulations issued by the authorities must be strictly fulfilled.
- c) All related third parties must not accept or promote any form of corruption, including extortion and bribery, and they must fully commit to report all fraudulent actions and take the necessary preventive measures in that regard.
- d) No amount will be negotiated, accepted or paid for situations as extortion or similar events and all actions that are not carried out within the framework of the law. Furthermore, all said events must be reported to the corresponding authorities.
- e) No relations will be held with any illegal group to achieve the development of our activities.
- f) No operations will be carried out with any third party that is involved in Human Rights violations.



Read more:

<https://www.gruponutresa.com/en/sostenibilidad/actuar-integramente/>

Comprehensive Risk Management Policy

Objective:

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



Applicability to Suppliers

In addition to providing the internal guidelines for Grupo Nutresa's companies, this policy intends to promote actions and processes related to the comprehensive risk management.

Read more: <https://www.gruponutresa.com/en/inversionistas/gobierno-corporativo/other-policies/>



Building a better society

Human Rights Policy

Objective:

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

Applicability to Suppliers

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

- To promote and protect the universal rights.
- To have reporting mechanisms.
- To conduct training activities related to Human Rights.

Diversity and Inclusion Policy

Objective:

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

Applicability to Suppliers

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



Read more:

<https://www.gruponutresa.com/en/sostenibilidad/construir-una-mejor-sociedad/>



Reducing the environmental impact of the operations and products

Corporate Environmental Policy

Objective:

To steer Grupo Nutresa's actions in its direct operations and in its value chain in order to reduce the environmental impact of its practices based on eco-efficiency and circular economy.

Applicability to Suppliers

To look for an alignment with our suppliers in terms of environmental performance principles.

Water Resources Policy

Objective:

To create guidelines for a strategic management of the water resources based on the principles of the CEO Water Mandate with regard to the sustainable management of the water in the direct operations, the collective work for protecting it, the dignified access to the resource, the reduction of the impact on the value chain and the involvement in public policies.

Applicability to Suppliers

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

Food Loss and Waste Reduction Policy



Objective:

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

Applicability to Suppliers

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

Read more:

<https://www.gruponutresa.com/en/sostenibilidad/reducir-el-impacto-ambiental-de-las-operaciones-y-productos/>

Genetically Modified Organisms (GMO) Policy



Objective:

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

Applicability to Suppliers

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

Read more:

<https://www.gruponutresa.com/en/sostenibilidad/gestionar-responsablemente-la-cadena-de-valor>

Climate Change Policy



Objective:

To contribute to the mitigation of and adaptation to climate change by implementing actions focused on reducing greenhouse gases, permanently searching for the highest energy efficiency, implementing clean technologies, efficiently using the raw materials in Grupo Nutresa's operations, and adapting the products to the demand of a market with a higher level of awareness.

To establish the frameworks for action related to the climate change corporate governance, risk quantification, impact measurement, mitigation, adaptation and reporting.

Applicability to Suppliers

To know the impacts on climate change, to establish measures to reduce them, to adapt to them, and to share successful practices and challenges.

Read more:

<https://www.gruponutresa.com/en/sostenibilidad/reducir-el-impacto-ambiental-de-las-operaciones-y-productos/>





Managing the value chain responsibly

Code of Conduct for Suppliers

Objective:

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

Applicability to Suppliers

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



Read more:

<https://www.gruponutresa.com/en/sostenibilidad/gestionar-responsablemente-la-cadena-de-valor/>



Supplier Selection Policy

Objective:

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

Applicability to Suppliers

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

Sustainability Audit Policy

Objective:

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

Applicability to Suppliers

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

Promotional Items Policy

Objective:

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

Applicability to Suppliers

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

2. SOURCING CHAIN REQUIREMENTS



2.1

Requirements for Suppliers

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

2.2

Requirements of facilities and processes

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

2.3

Product requirements

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



2.4

Other requirements according to the risk analysis

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



2.1 REQUIREMENTS FOR SUPPLIERS

General Requirements

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

- Self-withholding agent and/or major taxpayer resolution (if applicable), or an equivalent document according to each country.
- Certificate of incorporation and legal representation or an equivalent legal incorporation certificate according to each country.
- Taxpayer identification registration or an equivalent document according to each country.
- Bank certificate.
- Letter of authorization for money transfers.
- Photocopy of the legal representative's citizenship ID or an equivalent document according to each country.
- Additionally, the supplier must be willing to update these documents upon request from Grupo Nutresa through the channels available for such purpose.

Agreements

- The supplier must be willing to sign the acceptance and commitment of compliance and communication

of Grupo Nutresa's Code of Conduct for Suppliers, which is part of our Corporate Governance Code and establishes the standards of conduct for the daily activities in and with the Organization's local and international companies. Furthermore, it determines the commitment to respect ethical principles with regard to the Government, the community, the shareholders and all other investors. These principles are mandatory criteria for the interpretation and application of this Code, as well as the Organization's vision, mission, corporate philosophy and strategic goals.

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

<https://www.gruponutresa.com/en/sostenibilidad/abastecimiento-sostenible/>

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

<https://www.unglobalcompact.org/>

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

information as applicable. If the supplier has been granted any certifications, copies of the currently valid certificates should also be submitted. In addition, all suppliers must keep all the information and documents updated.

Other Requirements

- The supplier must be willing to fulfill the requirements included in Chapter 2.4 of this document according to the type of supplier or category.
- The supplier must sign confidentiality and exclusivity clauses, as well as service-level agreements and/or contracts according to the project or the material that will be supplied.
- The supplier must participate in training sessions, projects and initiatives organized by Grupo Nutresa in relation to sustainability.

Integrated Management Systems Profile

Grupo Nutresa requests the submission of the information about the Integrated Management Systems implemented by the suppliers with the respective certifications in order to have knowledge on the standards implemented across the sourcing chain and the management of the processes. Therefore, we ask all suppliers to submit the corresponding

Technical Conditions and Permits

All permits and technical conditions, such as the Good Manufacturing Practices, must be ensured and maintained in such a way that all risks are reduced to acceptable limits or eliminated altogether. All permits and technical conditions that guarantee the reduction of the risks to acceptable limits or their elimination must be ensured and maintained, as it is the case of the Good Manufacturing Practices, environmental permits, etc.

- Sanitary Statement or Approval:** The supplier must be willing to submit a currently valid sanitary statement or approval issued by the competent authority in accordance with the applicable laws of the corresponding country.
- Emissions Permit:** The supplier must be willing to submit the last currently valid emissions permit or the corresponding document according to the country (if applicable to the supplier).
- Water Use and Disposal Permit:** The supplier must be willing to submit the last currently valid water use and disposal permit or the corresponding document according to the country (if applicable to the supplier).

Shipping Standards

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

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

SEE ANNEX 1 [Shipping standards](#)

SEE ANNEX 2 [Bar code marking](#)

SEE ANNEX 3 [Freight vehicle, tanker truck and container inspection forms](#)

2.2. REQUIREMENTS OF FACILITIES AND PROCESSES

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

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

Grupo Nutresa's Management Systems



Sustainability references



To address the risks and opportunities with regard to the management systems and the sustainability, two types of audits have been defined: a comprehensive audit conducted by Grupo Nutresa, and a sustainability audit performed by a third party. These audits are applicable to all of our suppliers and will be conducted gradually according to the corresponding risk.

Audit of the Supplier's Integrated Management Systems

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

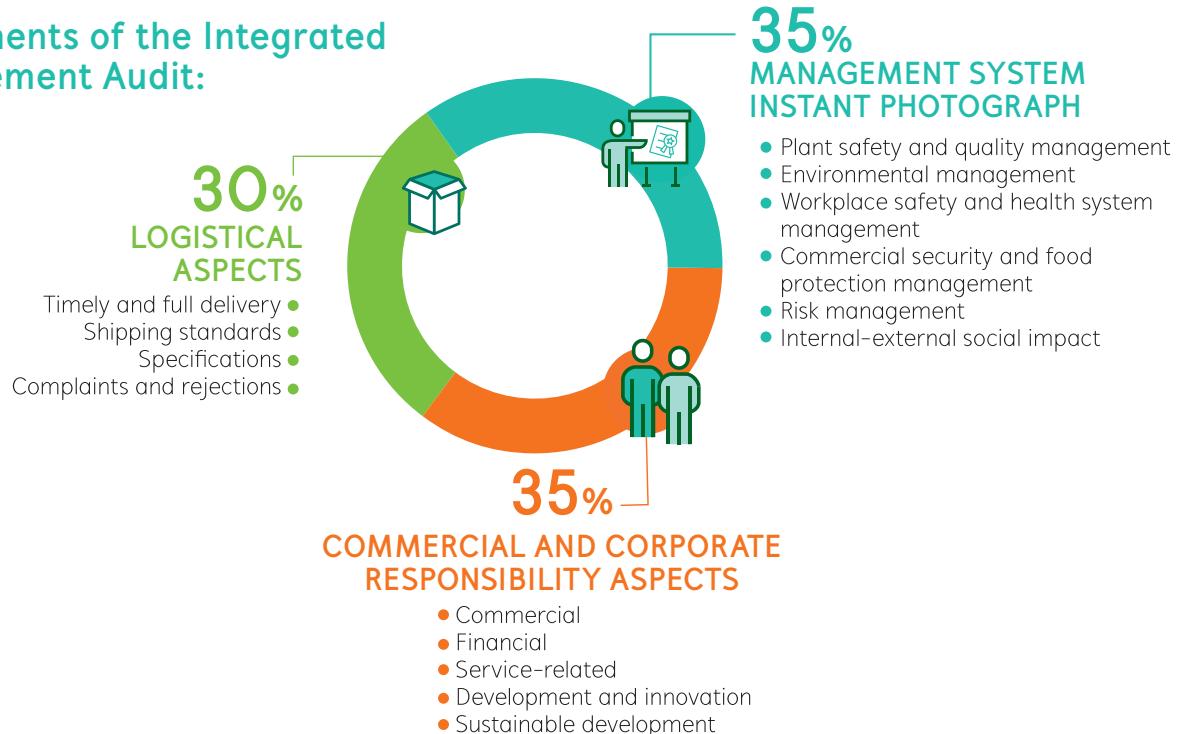
The audits of the integrated management systems may be conducted on-site by Grupo Nutresa personnel, on-site by a competent third party, or by means of self-assessment depending on the risk and location of the supplier.

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

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

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

Components of the Integrated Management Audit:



Integrated Management System Criteria

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

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

- **Control measures and marking of chemical substances:** Program documented according to the risk and control mechanisms. Adequate implementation of the program in addition to the corresponding forms and records.
- **Chemical substance storage requirements:** Identification, safety data sheets / emergency cards / compatibility matrix, adequate storage according to the risk.
- **Use and transport of chemical substances:** Both the transport and the use must comply with the provisions of the applicable law and the associated risk.
- **Integrated waste management:** Program documented according to the risk and the applicable regulations, control mechanisms, adequate implementation of the program in addition to the corresponding forms and records.
- **Emission control:** The emission control must comply with the provisions of the applicable law.
- **Water disposal control:** The water disposal control must comply with the provisions of the applicable law.
- **Noise control:** Noise must be controlled in accordance with the risk and with the legal parameters.
- **Environmental improvement programs:** Program documented and implemented in accordance with the applicable regulations, the environmental impact on the natural resources and the environmental aspects. Goals and follow-up.
- **Negative environmental impact:** Over the past 12 months, there have not been any complaints of legal breaching or complaints by stakeholders with regard to environmental matters in favor of the complainant (noise, air, waste, water disposal).
- **Use of personal protection elements:** Disposition, use and verification of adequate personal protection elements for the risk.
- **Signposting and evacuation routes:** Signs referring to safety measures, use of personal protection elements, hygiene practices, evacuation route signaling, emergency exits.
- **Equipment (fire extinguishers):** Fire extinguishers installed adequately (location, amount, type, expiration).
- **Fire safety master plan:** The fire safety master plan must be adequate with regard to the risk and it must be correctly implemented.
- **Safe behavior:** Correct use of personal protection elements, safe behavior and compliance with the safety standards.
- **Training in workplace safety and health:** The training activities must comply with the regulations and the supplier must have been granted high-risk work certifications.
- **Stakeholder safety management:** Validation of the information on suppliers, customers, employees and access control.
- **Operation safety:** Physical safety system, information security (backup, confidentiality contracts). Transport safety, container seals.
- **Management and final disposal of non-compliant products:** Safety from the storage to the final disposal of non-compliant products. Protection against fraud, control of packaging material with Grupo Nutresa's markings.
- **Comprehensive risk management program:** Matrix or map for the assessment of risks associated with people, finance, reputation, strategy and/or the environment, and treatment measures related to the continuity of the operations in case of an event.
- **Integrated management system self-inspections:** Adequate implementation of programs focused on internal inspections to integrated management systems and management of findings.
- **Supplier assessment:** Program documented and implemented on the basis of the risk assessment. Assessment records and improvement plans.
- **Internal social impact:** The supplier must have policies, initiatives and/or mechanisms in place for supporting the work-family balance, extra-legal benefits, mass events, work environment assessment, mechanisms to support gender equality, mechanisms to fight work violence and persecution in all its forms (discrimination, harassment). The supplier must also have

accessible internal communication channels in place to report complaints or noncompliances.

- **No evidence of internal social impact (-):** Over the past 12 months, there have not been any complaints in favor of the employee or noncompliance regarding internal social impact aspects; labor or workplace safety and health.

● **External social impact:** Method of migration or promotion of good sustainability practices among its suppliers or external stakeholders. Community assistance programs in place.

- **No evidence of external social impact (-):** Over the past 12 months, there have not been any complaints in favor of the complainant with regard to environmental aspects or the impact on the health of customers/consumers.



Commercial criteria and corporate responsibility aspects

- **Term of payment:** The payment terms must be aligned with the policies established by Grupo Nutresa.
- **Competitive prices:** The prices must be competitive in accordance with the market.
- **Alignment with the cost inducers:** The supplier must be permanently aware of any modification in the cost inducers for reviewing them in the periods established in the category.
- **Strategic development and vision:** Vision and strategy aligned with Grupo Nutresa's objectives in the dimensions of sustainability, innovation and profitable growth.
- **Compliance with the agreed lead time:** It must fulfill the established agreements.
- **Minimum orders:** It must fulfill the established agreements.
- **Flexibility when serving rush orders:** Contingency response.
- **Technical assistance, after-sales service and training:** It must fulfill the established agreements.
- **Timeliness in the response to requests:** Timeliness in the response to additional requests and use of the collaborative tools for fulfilling the requests.
- **Timeliness in the R&D response:** Timeliness in the response to product design and redesign cases.
- **Participation in Grupo Nutresa's training programs:** The supplier must pay attention and participate in the free-of-charge training activities promoted by Grupo Nutresa for the development of capabilities and skills. Response to open participation invitations or invitations to participate in development initiatives and programs.
- **Innovative proposals (any aspect):** The supplier must incorporate innovation as a competitive advantage.
- **Future improvement plans:** The supplier must have a vision of future improvement.
- **Mechanisms for the freedom of association:** The supplier must have support mechanisms, policies or equivalent instruments that state the support and defense of the freedom of association. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or noncompliances with regard to the freedom of association.
- **Evidence of freedom of association:** Over the past 12 months, there have not been any internal complaints with regard to threats to the freedom of association and collective bargaining.



- **Control mechanisms to prevent child labor:** The fight and the measures taken against child labor must be included in policies or equivalent instruments. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or noncompliances.
- **No evidence of child labor:** Over the past 12 months, there have not been any internal complaints with regard to cases of child labor. There is no evidence of child labor.
- **Control mechanisms to prevent forced labor:** The working hours are fulfilled in accordance with the regulations. The suppliers must have policies or equivalent instruments that state their fight and measures taken against forced labor, coercion to impose extemporaneous work, threats of dismissal, requests of deposits or warranties to perform the job, inadequate working conditions that put their integrity at risk. These policies or instruments must be published, and the supplier must have accessible communication channels in place to report complaints or noncompliances.
- **No evidence of forced labor:** Over the past 12 months, there have not been any internal complaints with regard to forced labor sentenced in favor of the employee.



Logistical criteria and performance

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

[SEE ANNEX1 Shipping standards](#)

Other comprehensive audit forms according to the goods or sourcing category

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

Broker Supplier Interview

The form includes requirements focused on:

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



Cocoa Middlemen

The form includes requirements focused on:

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

Coffee

The form includes requirements focused on:

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

Liquid milk (ranches or middlemen)

The form includes requirements focused on:

- Management of good milking practices. Good practices in the use of veterinary medicinal products and animal feed.
- Good practices in the processing and storage of the raw liquid milk.
- Quality control of the milk in platform, cooling process compliant with technical standards.
- Basic environmental programs.
- Safety and health in the workplace.
- Aspects related to sustainability, internal policies, environmental and social impact.

Vegetables

The form includes requirements focused on:

- Specifications.
- Storage.
- Management of chemical substances.
- Transport conditions.
- Control of foreign materials.
- Sustainability aspects: internal policies, environmental and social impact.
- Commercial aspects.

Fruits

The form includes requirements focused on:

- Personnel.
- Conditions of the collection center.
- Process control.
- Training programs.
- Harvesting routines.
- Management of chemical substances.
- Waste management.
- Good agricultural practices.
- Water quality.
- Control of the cooling process.
- Transport conditions.
- Control of allergens.
- Code of Conduct.
- Sustainability aspects: internal policies, environmental and social impact.

Cold Cuts: Livestock

The form includes requirements focused on:

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

Hog production

The form includes requirements focused on:

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

Cold Cuts: Livestock auctions

The form includes requirements focused on:

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

Cattle production

The form includes requirements focused on:

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

CONCEPT

Favorable Plus:

Higher than 90%

Favorable:

Between 81% and 90%

Favorable conditioned:

Between 61% and 80%

Non-favorable developable:

Between 41% and 60%

Non-favorable:

Lower than 41%

Sustainability Audit

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

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

corporate social responsibility.

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

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

The assessment consists of four axes:



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

Traceability

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

The selection of a traceability system is influenced by the regulations, the characteristics of the product and the risks associated with the chain.

(Adapted from the project of NTC 22005 – 2009 [Colombian Technical Standard]).

Our suppliers must have a traceability program in place, as well as a product recall program designed according to the identified risks. At any time or during the audits, a traceability exercise and/or product recall may be requested, which should include the support documentation for all the stages of the process.

Supplier Assessment

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

Assessment of Allergens

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

SEE ANNEX 4 Protocol for allergens and related forms

Commercial Security Assessment

In the case of suppliers deemed as critical for the commercial security system, the audit may include an assessment associated with the specific risk.

SEE ANNEX 8 Commercial security requirements

2.3 PRODUCT REQUIREMENTS

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

In accordance with the country of destination for our finished products or in absence of technical regulations for the material in the country of origin and/or destination, it is necessary to comply with the

requirements established by the Codex, the FDA and the European Regulations.

Internal validations (laboratory analyses) will be conducted according to the frequency established in the quality plans. Said validations will be managed by the respective Grupo Nutresa company and their purpose is to confirm the information submitted by the supplier. The requirements will be formalized by means of the following documents:



Brief

The technical specifications and conditions of the material are established according to the supplier's Technical Data Sheet, the aforementioned requirements and special requirements of the business.

These agreements are documented in a brief-type format when dealing with new goods, or directly in our Standardized Technical Data Sheet tool.

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

The Brief is applicable for the acquisition of raw materials.



Standardized Technical Data Sheet

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

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

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

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



Protocols with special requirements according to the product supplied

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

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

[SEE ANNEX 4 Protocol for allergens](#)

[SEE ANNEX 5 Protocol for GMOs](#)

[SEE ANNEX 6 Protocol for materials that make contact with food products](#)

[SEE ANNEX 7 Protocol for requirements related to contaminants](#)

2.4 OTHER REQUIREMENTS ACCORDING TO THE RISK ANALYSIS

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

Commercial security requirements

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

[SEE ANNEX 8 Commercial Security Requirements](#)

Marketers and Brokers

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

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

[SEE ANNEX 9 BRC Marketer Requirements](#)

Contracts and clauses

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

[SEE ANNEX 10 Service-level agreement model](#)

2.5 SERVICES AND REQUIREMENTS DURING THE SOURCING PROCESS

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

[See chapter 4 \(17-24\), Sourcing services and requirements on Grupo Nutresa's on-line portal.](#)

3. HANDBOOKS OF GOOD PRACTICES

HANDBOOK GUIDE

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



Technical Handbooks for Cocoa Producers

- Characteristics of sexual compatibility of some cocoa tree clones and their application in commercial plantations.
- Handbook of Good Agricultural Practices.
- Cocoa Processing Handbook.
- Handbook on the cocoa pod borer.
- General information on cocoa growing.
- Social responsibility.

<https://chocolates.com.co/content/informacion-tecnica-y-actualidad-del-sector-cacaotero>



Internal-use document

Requirements for the supply of green coffee

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



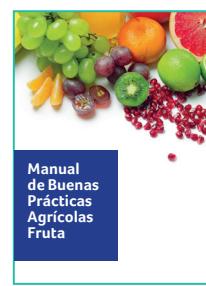
Internal-use document

Handbook of Good Liquid Milk Practices

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

Handbook of Good Agricultural Practices: Fruits

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



Internal-use document



Clean Transport Handbook

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

<https://www.gruponutresa.com/wp-content/uploads/2016/10/Manual-Transporte-Limpio-Vol-2.pdf>



Internal-use document

Durum Wheat

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

4. REQUIREMENT MANAGEMENT SUMMARY GUIDE

	SUBJECT OF INTERACTION OR REQUIREMENT	SCOPE BY TYPE OF SUPPLIER	MANAGEMENT METHOD	VALIDITY TERM	SPECIFIC TIME FOR COMPLIANCE	COMMUNICATION AND MANAGEMENT TOOL
	SUPPLIER-LEVEL REQUIREMENTS					
1.	Documentation for registration.	All suppliers.	Managed through the supplier registration tool.	Annual	Prior to the start of the commercial relation.	<p>Supplier registration tool (Grupo Nutresa Contact person)</p> <p>Note: If you wish to register in our database as a source of potential supply of materials or services for Grupo Empresarial Nutresa, please click on Offer of Products and Services.</p> <p>https://www.gruponutresa.com/en/contactenos/</p>
2.	Code of Conduct.	All suppliers	<p>Signing the Code of Conduct.</p> <p>All suppliers must have their own code of conduct for their respective suppliers, and it must include sustainability components.</p>	Indefinite (or when required as per update).	<p>During the registration of the supplier.</p> <p>Current suppliers: During the web portal activation process.</p>	<p>Supplier registration tool.</p> <p>Web Portal for Suppliers</p> <p>www.gruponutresaenlinea.com</p>
3.	Global Compact Self-Assessment.	All suppliers.	Conducting self-assessment.	Indefinite (or when required as per update).	<p>Current suppliers: During the web portal activation process.</p>	<p>Web Portal for Suppliers</p> <p>www.gruponutresaenlinea.com</p>
4.	Letter of continuous warranty.	According to the risk management.	Enclosing letter of warranty signed and legally formalized with the proposed format.	Indefinite (or when required as per update).	Suppliers of the portfolio included in the program.	<p>Comprehensive management of suppliers</p> <p>http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbgestionintegral.nsf</p>
5.	Integrated Management System Information and Certificates.	According to the risk management.	<p>Statement and annexes proving management systems implemented and certified.</p> <p>For distributors and brokers: both their own and the manufacturers' certificates are deemed valid.</p>	Validity term of the documents.	Suppliers of the portfolio included in the program.	<p>Comprehensive management of suppliers</p> <p>http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbgestionintegral.nsf</p>
6.	Information about permits and applicable technical conditions	According to the risk management.	Statement and annexes of the applicable permits (environmental or technical). Currently valid sanitary permits and environmental permits.	Validity term of the documents.	Suppliers of the portfolio included in the program.	<p>Comprehensive management of suppliers</p> <p>http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbgestionintegral.nsf</p>
7.	Shipping standards	According to the risk management.	Fulfilling shipping standards requirements.	Indefinite (or when required as per update).	Suppliers of the portfolio included in the program.	<p>Comprehensive management of suppliers</p> <p>http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbgestionintegral.nsf</p> <p>It is verified on every delivery and it is part of the suppliers performance.</p>

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



PLANT/PROCESS-LEVEL REQUIREMENTS

8.	Being audited for the Integrated Management System and/or for sustainability, and submitting the action plan for the aspects to improve.	Audited suppliers according to the risk management.	Supplier assessment action plan.	Validity term of the assessment.	No more than 30 days after receiving the assessment for submitting the action plan for the aspects to improve.	<p>Nutresa applications or web portal for suppliers: http://ncapp023.gruponutresa.com/Applicaciones/Proveedores/dnbdevaluacionproveedores.nsf www.gruponutresagenlinea.com</p>
9.	Traceability	All suppliers.	Having a traceability process in place and performing a traceability exercise and/or with proof of product recall drills.	As requested.	As requested.	<p>Nutresa applications or web portal for suppliers: www.gruponutresagenlinea.com http://ncapp023.gruponutresa.com/Applicaciones/Proveedores/dnbdevaluacionproveedores.nsf</p>
10.	Supplier Assessment.	All suppliers.	Having their own supplier assessment process in place.	As requested.	As requested.	<p>Nutresa applications or web portal for suppliers: www.gruponutresagenlinea.com http://ncapp023.gruponutresa.com/Applicaciones/Proveedores/dnbdevaluacionproveedores.nsf</p>



PRODUCT-LEVEL REQUIREMENTS

11.	BRIEF Specifications and support documents of the lab analysis as applicable.	Raw materials, semi-prepared materials, finished products.	Filling out BRIEF form with the requirements by law from countries of both origin and destination, and special requirements negotiated. Commitments and frequencies of analysis.	During the process of supply of the materials.	During the negotiation stages.	<p>Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application: http://ncapp023.gruponutresa.com/Applicaciones/NUEVOCONEXION/Servicios/conexion.nsf/xpHomeConsultas.xsp</p>
12.	TECHNICAL DATA SHEET Specifications and support documents of the lab analyses as applicable.	Raw materials, semi-prepared materials, finished products and packaging material that will make direct contact with the food product.	Filling out TECHNICAL DATA SHEET form and enclosing the applicable support documents.	During the process of supply of the materials. The support documents will have specific renewal frequency requirements according to each type of analysis.	The technical data sheet must be approved since the first purchase.	<p>Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application: http://ncapp023.gruponutresa.com/Applicaciones/NUEVOCONEXION/Servicios/conexion.nsf/xpHomeConsultas.xsp</p>
13.	Special product requirements.	Raw materials, packaging materials and other.	Product certifications for instance: organic certification (NOP, JAS, among other), certified-origin milk, environmental seals, Kosher, Halal, RSPO, GMO-free, etc. Special product requirements: compliance of protocols (allergens, GMOs, contract with food, contaminants, etc.).	During the supply of the materials and according to the validity term of each requirement.	Since the negotiation.	<p>Specifications of the material for technical data sheet. Initially in the Brief format. Then, officially, on the application: http://ncapp023.gruponutresa.com/Applicaciones/NUEVOCONEXION/Servicios/conexion.nsf/xpHomeConsultas.xsp</p> <p>Other requirements http://ncapp023.gruponutresa.com/applicaciones/proveedores/dnbdgestionintegral.nsf</p>

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



SPECIAL REQUIREMENTS ACCORDING TO THE RISK ANALYSIS

14.	Commercial security.	Critical suppliers included in the commercial security program.	Fulfilling and enclosing commercial security requirements.	Annual	At the time of entry and every year.	Comprehensive management of suppliers http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbdgestionintegral.nsf
15.	Marketer and broker.	Marketers and brokers	<ul style="list-style-type: none"> * Statement of sourcing sources in the established format. * Letter of commitment regarding the update of sourcing sources. Established letter guide. * Traceability exercise. 	Indefinite (or when required as per update).	When supply to companies of Grupo Nutresa with BRC certifications.	Sent by email or by means of the Comprehensive Management of Suppliers. http://ncapp023.gruponutresa.com/aplicaciones/proveedores/dnbdgestionintegral.nsf
16.	Contracts and clauses.	According to the risk management.	Signing specific contracts, confidentiality or exclusivity agreements, and service-level agreements.	Indefinite (or when required as per update).	At the time established in the negotiation or renegotiation, or at the start of the project.	Legal hard-copy document.

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



SOURCING SERVICES AND REQUIREMENTS ON GRUPO NUTRESA'S ON-LINE

17.	Management of claims and rejections, aspects to improve.	Direct materials	Performing analysis and incorporating plan for claims and rejections.	As requested.	When a claim or rejection occurs, or when an audit is conducted.	Web Portal for Suppliers www.gruponutresaenlinea.com
18.	Delivery deadline compliance.	Direct materials	Consulting reports on demand.	On demand.		Web Portal for Suppliers www.gruponutresaenlinea.com
19.	Quantity / amount compliance.	Direct materials	Consulting reports on demand.	On demand.		Web Portal for Suppliers www.gruponutresaenlinea.com
20.	Information update.	All suppliers.	Submitting and updating the information.	On demand.	At least once a year or when the supplier's information changes.	Web Portal for Suppliers www.gruponutresaenlinea.com
21.	Update of weight information	Suppliers of packaging materials.	Submitting and updating the information.	On demand.	At least once a year or due to weight changes.	Web Portal for Suppliers www.gruponutresaenlinea.com
22.	Continuous replenishment SMI (Supplier Management Inventory)	Raw material products / Packaging materials included for this service.	Visualization and replenishment through the web portal www.gruponutresaenlinea.com .	During the supply.	Permanently during the sourcing process.	Web Portal for Suppliers www.gruponutresaenlinea.com
23.	Price update.	Raw material products / Packaging materials included for this service.	Submitting and updating the information.	On demand.	According to the negotiation.	Web Portal for Suppliers www.gruponutresaenlinea.com
24.	Update of EAN code information. (International Article Number)	All suppliers.	Submitting and updating the information.	On demand.	New references or EAN changes.	Web Portal for Suppliers www.gruponutresaenlinea.com

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

5. ANNEX INDEX

ANNEX 1

SHIPPING STANDARDS

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

ANNEX 2

BAR CODE MARKING BOOKLET

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

ANNEX 3

VEHICLE, TANK OR CONTAINER INSPECTION FORM

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

ANNEX 4

ALLERGEN PROTOCOL

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

ANNEX 5

GMO PROTOCOL – GENETICALLY MODIFIED ORGANISMS

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

ANNEX 6

PROTOCOL FOR MATERIALS THAT MAKE CONTACT WITH FOOD PRODUCTS

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

ANNEX 7

PROTOCOL FOR FOOD CONTAMINANTS

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

ANNEX 8

COMMERCIAL SECURITY REQUIREMENTS

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

ANNEX 9

PROTOCOL OF BRC MARKETER REQUIREMENTS

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

ANNEX 10

SERVICE-LEVEL AGREEMENT MODEL

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

6. STUDY AND APPLICATION COMMITMENT

GUIDE OF REQUIREMENTS FOR GRUPO NUTRESA'S SUPPLIERS

CERTIFICATE OF RECEIPT, COMMITMENT TO STUDY AND APPLY THE STANDARDS FOR SUPPLIERS OF GRUPO NUTRESA'S COMPANIES IN COLOMBIA AND IN THE PLATFORMS ABROAD.

The supplier is required to sign this document and submit it according to the procedure described.

Corporate Name:

Taxpayer Identification Number:

City:

Name of Person Receiving the Guidelines:

Position:

E-mail:

As a person of legal age with the identification document whose number is stated above, and acting on behalf and in representation of the company whose name is also stated above, being fully competent, as holder of the information, by signing this document I represent, certify and state that:

1. I have received a hard copy and/or a digital copy of the document titled "Guidelines of Requirements for Grupo Nutresa's Suppliers."
2. I have read the standards for Grupo Nutresa's suppliers and I will communicate them to the pertinent departments of the company I represent.
3. I will identify and bridge the existing gaps in accordance with the provisions of the guidelines.
4. I will abide by the guidelines in all commercial relations held with Grupo Nutresa and internally in the company I work for in all the applicable extent.

I sign this document on of on the city of

Name of Person Receiving the Guidelines:

Signature:

ID No. issued in:

7. GLOSSARY

BRCA Dealer / Broker / Marketer

Company that purchases or acquires ownership of products for their subsequent resale to other companies, but not to end consumers. BRC Vr 7.0

Food Fraud

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

Marketer/Broker Supplier

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

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

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

Marketer/Distributor Supplier

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

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

Critical Supplier

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

Critical Supplier - Commercial Security

From the commercial security standpoint, a supplier that provides materials that could be subject of violation or use for contamination across the supply chain logistics.

Supplier of Direct Materials

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

