2020 Sustainability Report

OXITENO
Evolution by chemistry

Fabiana Ianhez Buzzutti
Researcher

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FOREWORD

Every day, Oxiteno seeks to fulfill its purpose: to contribute to the well-being of people through chemistry. That is how the company achieved its leadership position in the production of surfactants and specialty chemicals in the Americas.

There were many factors associated with Oxiteno reaching this position, including the dedication of qualified professionals, efficient management, and the quality of the company's vast portfolio. Today, this portfolio contains more than 700 products and 3,000 applications in the various segments, such as Crop Solutions, Home Care and Industrial & Institutional, Personal Care, Coatings, Oil & Gas, Industrial Applications, Functional Fluids, and Nutrition & Health, and these are exported to more than 50 countries.

Oxiteno connects chemistry to change the world,

therefore, the company recognizes not only the importance of its business but also its impacts. Its work is based on creating increasingly innovative solutions while caring for people and the environment.

Since 2020, this work has been guided by the 2030 Strategic Sustainability Plan. There are eight pillars with objectives and goals that help guide our efforts in overcoming challenges, balancing economic prosperity, observing principles of ethical governance, valuing people, protecting the environment, and creating value for all stakeholders. As a result of this commitment, the company once again discloses the information contained in this report in accordance with the standards set out by the Global Reporting Initiative (GRI), ensuring a transparent dialogue with all its stakeholders.

Enjoy your reading!

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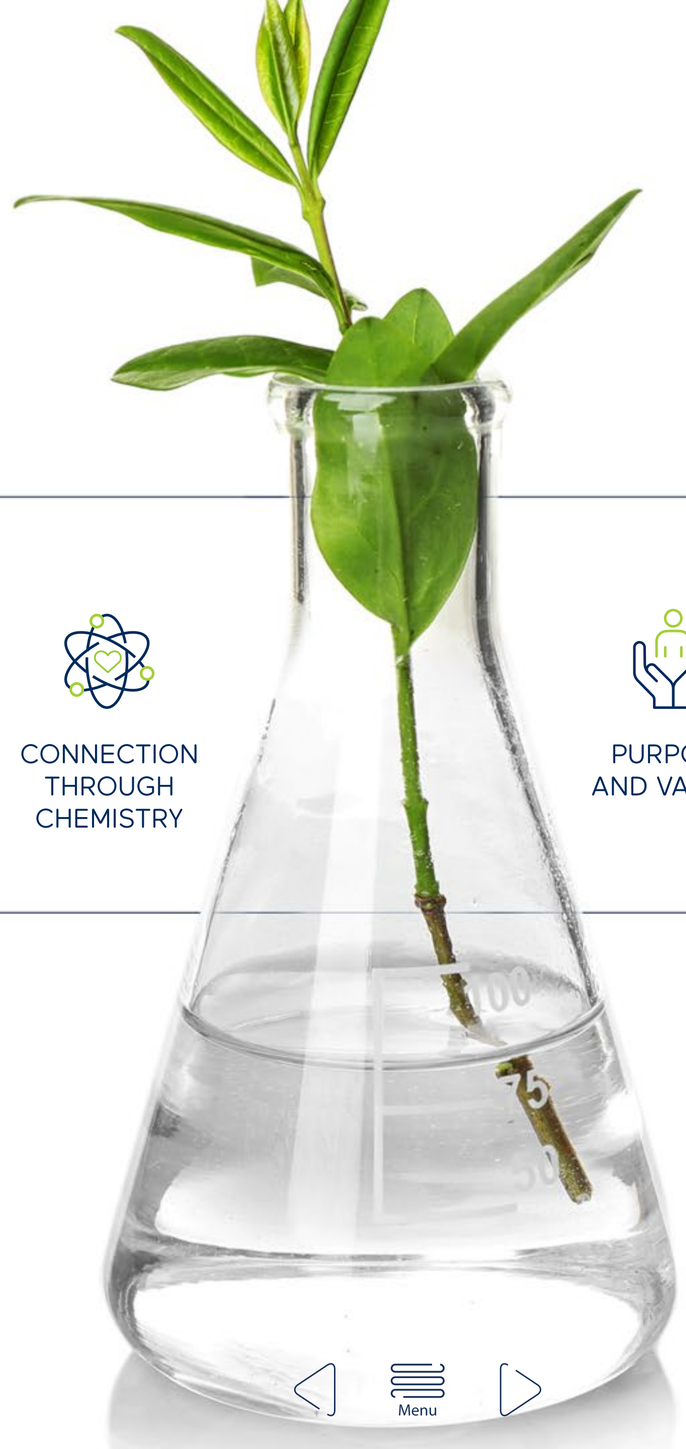

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Sustainability and innovation go hand in hand at Oxiteno. Throughout the report, this icon represents outstanding projects developed from these two premises.

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MESSAGE FROM THE CEO

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The year 2020 will be forever marked in our memory. It went down in history as a period that tested our capacity to adapt and showed us the power of unity and resilience. For Oxiteno, in particular, it represented a period of learning.

João Parolin
CEO

At the beginning of the year, we had positive expectations based on a process of macroeconomic improvements in Brazil. In fact, our first quarter results exceeded expectations. But in March, when the pandemic hit, we were forced to adapt to a new scenario, where the priority became protecting the health of our employees while maintaining the stability of the business. After all, many of our products are connected to the essential needs of people, including those used to fight Coronavirus.

In response to this new environment, we quickly created a crisis committee to coordinate our actions, including social actions. We implemented home offices for administrative employees and adopted several protective measures to reduce the risk of infection for people who continued working onsite in factories and laboratories. We did all this to ensure the health of our professionals and the continuity of our operations.

It is important to point out that a market change took place in this past year. Many sectors where we operate were paralyzed, especially those related to mobility. On the other hand, markets associated with agriculture, hygiene, and cleaning have grown. After a turbulent second quarter, we noticed a return with a major replenishment of inventories in the industries, which was strengthened by the emergency aid programs.

Despite the pandemic scenario that we are facing, Oxiteno ended 2020 with its best performance in the last five years, driven mainly by the increase in demand for specialty chemicals in the Home & Personal Care and Crop Solutions segments. We saw sales volumes in these segments increase by 13% and 14%, respectively, compared with 2019. Our net revenue reached R$ 5.22 billion, up 22% over the previous year.

The pandemic has further reinforced our pledge to build an increasingly responsible industry for people, society, and the environment. Oxiteno operates with sustainability as a core element of our strategy. With the development of our Sustainability Plan in 2019, this topic has been dealt with across the company and embedded into all our development and innovation processes. We want to grow and create value for our shareholders and leave a positive legacy for all our stakeholders, as well.

Despite the challenges of social distancing, we managed to advance in a series of initiatives, such as strengthening actions that promote quality of life, launching our diversity and inclusion program, improving our supplier assessment process, and adopting more ambitious action plans in our safety and environmental processes, with special attention given to the goals set out in our 2030 plan. In 2019 we developed our plan, and in 2020 we communicated the essence of Oxiteno's culture through training, qualification, and cascading of plans to the entire team, looking to evolve in all eight pillars to place our company as a benchmark in sustainable development in our industry.

Despite the pandemic scenario that we faced during the year, Oxiteno ended 2020 with its best performance in the last five years.

Amanda Martins Jordão
Research Technique

WHAT WE EXPECT FROM THE FUTURE

We learned a lot in 2020. Our quest for product consumption and solutions with less impact on the environment was already progressing quickly; with social distancing, consumer awareness was heightened, adding pressure for the positioning of sectors and brands. I am happy to announce that we have advanced in several initiatives in this direction and that in 2021, we anticipate many solid results.

A highlight is the internal management of our product portfolio from a sustainable development standpoint. The study, developed through a methodology from the World Business Council for Sustainable Development (WBCSD) framework, analyzes each product's sustainability performance and helps us implement action plans to drive improvements. This is another important step that Oxiteno is taking toward a more sustainable portfolio.

Another very important pillar in our strategy is people appreciation. We have an exceptional team that has been working very hard and is committed to materializing our vision of the future. Even during social distancing, we continue to invest in well-being, growth, and the development of an increasingly diverse, creative, and innovative team.

At the end of 2020, we also held our XLead meeting in a completely virtual format. Sustainability is a core element in reviewing our strategy, and the event gathered the entire Oxiteno team and included several presentations by our leaders on the year's highlights, with the participation of several customers and industry representatives, such as the Global Compact. On this occasion, I had the privilege of announcing sustainability as a core element of our strategy, pursuant to the steps outlined in our 2030 planning.

Finally, I want to take the opportunity to thank everyone who makes up the Oxiteno team, as well as all our partners and customers. It was thanks to their trust and partnership that we managed to get through 2020 and successfully overcome all the challenges stemming from the pandemic and achieve good results. Together, we are stronger.

The year 2021 will still present many challenges. Nevertheless, we are certain that our resilience and adaptability will take us even further and that our formula will continue to do good for more and more people.

João Parolin
CEO at Oxiteno

WORD FROM THE EXECUTIVE BOARD

Alberto Slikta - COO USA
The year 2020 was characterized by the COVID-19 pandemic. Our focus was on protecting our employees and defending our business while continuing to serve our customers, whose markets have suffered significant volatility throughout the year. We continued the work of presenting to and approving Oxiteno's products at new customers, many of whom opened their doors to new suppliers after the serious disruptions in their production chains caused by climate effects in 2020. We also dedicated a huge amount of effort into improving our processes, increasing productivity, and reducing energy consumption, utilities, and the generation of washing water per unit of end product.

Anna Paula Dacar - COO Mercosur
In 2020, we had to redefine priorities and change our way of working. We dealt with uncertainty and low demand, mainly in the durable goods segment, but we have also seen other segments grow, such as the hygiene and cleaning market. By prioritizing health, a strategic and solid portfolio, and operational excellence, we managed to overcome critical situations, guarantee the health of our employees, and supply the market. Our participation in resilient markets has ensured Oxiteno's success.

Carlos Brasil - COO MAC (Mexican,
The pandemic ended up revealing the resilience of Oxiteno's business. It also stressed the importance of our purpose, especially in sectors such as Crop Solutions and Home & Personal Care. With our operational flexibility, made possible by our factories in Mexico, we guarantee a diversified portfolio and the use of different technologies that have helped us navigate this challenging period.

Andrea Soares - Global Director of Marketing & Innovation
Yes, 2020 was a challenging year. But we saw remarkable results in all aspects, especially in innovation and sustainability. These two topics go together within Oxiteno and have earned us a lot of recognition. Nobody will forget 2020 and everything we achieved and overcame together.

Flávio Cavalcanti - Global Director of Technology and Operational Excellence
I can say that 2020 was an exceptional year for our company. The positive results stemmed from a robust and balanced portfolio, with applications in several markets. In addition, it was a positive indication of the reliability of our operations, especially in the Mercosur region.

Simone Albuquerque - Global Director of Human Resources
We experienced a challenging year, but we closed the year with a positive balance. We have all had to learn to live with the pandemic and very quickly adapt to a new scenario, putting into practice a more empathic management style based on active listening, trust, and care. And we successfully managed to rapidly and effectively engage our teams and implement health, safety, and communication actions.

Fabiana Dias - Global Director of Administration and Control
I am sure that 2020 is a year that will go down in history for all companies and all people, each with their own perception. In our case, the pandemic brought about several challenges, but we managed to overcome them through work and innovative thinking, achieving results beyond those foreseen in the beginning of the year. With the commitment of our entire team, in 2020 we proved once again our ability to adapt and excel.

OXITENO

RESULTS FOR THE YEAR

Best performance in the last 5 years.

753. 000 tons sold.

An increase of 6% compared with the previous year.

48 new products
co-created with customers delivered in 2020.

Launch of the global internal communication campaign **"Nossa Fórmula Faz Bem"** (Our Formula Does Good), combining the concepts of purpose, values, strategy, culture, and defending of the brand.

Net revenue of **R$ 5,22** *billion*

Revenue growth of 22% compared with 2019.

Created **XLab,** a collaborative space that has a design-thinking approach and uses cutting-edge technologies, such as data analytics, artificial intelligence, and Robotic Process Automation.

Flexible production shutdown schedule to serve the market.

Classified in the Platinum category in ecovadis the highest in the **EcoVadis Sustainability Rating** and held by only 1% of the companies assessed

RESULTS FOR THE YEAR

Structuring of
TOGETHER –
Oxiteno's Diversity & Inclusion program, which involves initiatives such as the pilot project for the development and hiring of autistic professionals, called **Neurodiversidade (Neurodiversity).**

Launch of new organizational skills and the
Global Career Performance Cycle.

Launch of
OxiEducation,
a new education portal that operates through **five** learning centers.

- BeEfficient
- BeIndustrial
- BeCustomer
- BeLeader
- BeOxi

Adjustment to
home offices
without disruption to the business.

27 online workshops
with the topic "Inside Oxiteno's Sustainability Strategy," with the participation of
more than 500 employees.

Acknowledgments
- Recognition at the Management level for the topic of water security at the CDP (Carbon Disclosure Program).
- Recognition at the Awareness level at CDP Climate Change and CDP Forests (palm oil). Recognition at the Disclosure level for the topic of soybeans.

Leonardo Mariano de Souza
Chemical Process Operator

ACTIONS IN THE FACE OF THE PANDEMIC

As a chemicals company, which provided essential products during a pandemic, Oxiteno faced a challenging year when it had to focus on the health and well-being of employees while manufacturing goods to supply society.

Countless actions that focus on maintaining the well-being and quality of life of employees were implemented, in addition to strategic and operational contingency plans to ensure the essential nature of the business. These interventions produced, among other positive results, a low, controlled rate of absenteeism with prompt, safe recovery within a shorter time period. This was made possible because of strict health and sanitation protocols and a high level of integrated health management to control positive and suspected cases (symptomatic and asymptomatic) of Covid-19. These new internal processes to combat the pandemic stemmed from the global crisis management plan that focuses on potential scenarios for the Administrative and Production areas. In addition, the company launched an open innovation challenge, which focused on finding solutions on this topic.

Employees in the Administrative area were immediately set up in home offices. Since this policy had been previous prepared in 2019, we managed to quickly and effectively adapt our routine to this new reality. In the factories – a segment that cannot, under any circumstances, completely stop their operations – several internal measures were adopted to reduce the risk of infection.

From a corporate standpoint, a COVID-19 Health Committee was established, which convenes twice a week to monitor the pandemic and the well-being of our internal audience. Several protocols were defined by this committee, including at-home testing for suspected cases; mask distribution and guidance on their use, care, and importance; interview protocols when confirming positive Covid cases; and placing suspected cases in preventative quarantine at home. All this was coupled with a vast guidance campaign on preventive care and reinforcing new habits of cleanliness and personal hygiene inside and outside the work environment. This diligent work has been successful so far, with no interruption to operations and no fatalities among our staff.

Strengthening relationships at a distance
Establishing smooth, transparent, and frequent communication was very important at the beginning of the pandemic, when a portion of the company's employees began working from home and a portion remained in the factory, working onsite. Therefore, the entire communication agenda was based on two elements: the health and safety of employees and the operational continuity of the business.

OPERATIONAL CONTINUITY INITIATIVES

- Change in the transportation pattern of operations.
- Initial distribution of masks and guidance on their proper use.
- Greater distancing in all areas and extra cleaning in places with a larger audience.
- Adaptations in various environments and separation of rooms.
- Safety protocols for all those returning to onsite activities.
- Protocols for the industrial team during shift changes, avoiding interruption of work and increasing safety.
- Implementation of the "Safety Moment" at the beginning of all main meetings to conduct a health and safety dialogue that addressed a relevant topic[1].
- Daily meetings with the team, increasing communication and proximity.
- Occupational health physician for each unit in daily contact with the teams.
- Sanitization of environments when positive cases are confirmed.
- Preparation of protocols for visitors to the units and external visits by the teams.
- Continuous reinforcement of safety protocols, hygiene, and preventive measures through internal communications.

(1) "Safety Moment" is expected to take place in the following situations: before meetings lasting more than 2 hours and with attendance of more than 5 people. In the case of visitors or employees from other units, the "Safety Moment" Emergency Situations - How to Proceed, should be carried out.

WELLNESS ACTIONS

- Factory professionals who started working from home office received a food voucher ticket.
- Cancellation of almost all face-to-face training.
- Air travel restrictions.
- Definition of home testing protocols for monitoring suspected cases (symptomatic or asymptomatic).
- Development of interview protocols and preventively assigning personnel suspected of having Covid to work from home, reducing the spread of the virus.
- Meditation, yoga, and mindfulness sessions.
- Psychological support for employees and direct family members.

COMMUNICATION ACTIONS

- Frequent live streaming with the Executive Board.
- Live streaming guidance sessions with doctors.
- Live streaming for motivational guidance.
- Hygiene guides.
- Leadership guides.
- Massive communication for awareness and prevention, such as communication campaigns, weekly newsletters, recognition and acknowledgment materials, etc.
- Virtual Workplace Assistant – coronavirus OxiBot to answer questions.

ACTIONS FOR THE COMMUNITY

- Donation of glycerin to SENAI for the production of hand sanitizer and other hygiene products.
- Donation of glycerin to our partner Cera Ingleza for the production of hand sanitizer for neighboring communities.
- Donation of raw materials to Rio de Janeiro Federal University for the production of hand sanitizer.
- Donation of food staple baskets with hygiene and cleaning products to Fundo Social de Solidariedade in the city of Suzano (SP).
- "Corona no Paredão, Fome Não" campaign by the NGO Gerando Falcões together with employees, donating digital food baskets to communities near our operations in the cities of Suzano and Mauá.
- Donation of hygiene and cleaning products to public education institutions in areas close to the factories in Montevideo, Uruguay.
- Donation of safety, hygiene, and cleaning products via the Municipal Health Department to hospitals and the Police Department in Tremembé (SP).
- Donation of safety, hygiene, and cleaning materials to the Montenegro campaign hospital (RS), a Covid-19 treatment hub in the region.
- Donation of N95-type hospital masks through the Bahia State Department of Health to a hospital in the region.
- Purchase of ventilators in partnership with the other companies of Grupo Ultra.
- Financial donation to Polymer Institute of the University of Hattiesburg, in the United States, for the production of masks for the hospital in the municipality where Oxiteno's local research center is located.
- Preference for hiring small producers, located close to the regions where we operate, for the production of reusable masks.

INITIATIVES BY REGION

The work to maintain operations and ensure safety was carried out in all regions where Oxiteno is present, and included sharing of information and recommendations among the regions.

MERCOSUR

Oxiteno has seven plants in the Mercosur region, but there were no specific shutdowns related to the pandemic. During the second half of the year, increased demand required operation at 100% capacity for several units, following all health guidelines and protocols for the protection of our team. The greatest impact – and the one that affected the market as a whole – was caused by the scarcity of certain raw materials and packaging. From an operational standpoint, there was only one shutdown at the Suzano (SP) unit. Even so, it was a well-managed event, since the unit had a large inventory of finished products. For activities not related to production, Oxiteno directed people to work from home; this direction also applied to high-risk individuals. At Oxiteno's office in Argentina, 100% of the team has been working remotely since the beginning of the pandemic.

UNITED STATES

In our U.S. operations, the company prepared and organized for the pandemic even before it was declared by relaxing the sick leave policy, launching informational campaigns, and enforcing the practice of keeping people at home if they are displaying symptoms, ensuring their full wages and vacation days. The unit also acquired and installed disinfecting stations throughout the plant.

In March 2020, all qualified employees were assigned to work remotely, and a clear quarantine policy was put in place to avoid contagion in the workplace. In addition to the mandatory use of masks, the company provided individual keyboards for everyone and installed acrylic shields between workstations.

The first peak of the pandemic in the southern United States occurred between July and August 2020, a period when several employees were placed on leave while waiting for test results. A second and even higher peak occurred in September when a strong awareness campaign was initiated to prevent year-end holidays from generating another wave.

MAC – MEXICO, ANDEAN, AND CARIBBEAN

In addition to all the health protocols, a set of actions was implemented in the region with guidance for employees on safely commuting to the plants. These actions included live streaming mental health information, acquiring and distributing masks and hand sanitizer, providing home office systems for the central office, and regular sanitizing in the factories with access protocols and dividers in the control room. Face shields were also distributed to employees in receiving areas for raw materials and product shipments. The home office was also applicable to administrative activities in the factories and for people at risk.

CONNECTION THROUGH CHEMISTRY

Since its creation in 1970, Oxiteno has been committed to providing well-being for people through innovation, sustainability, and excellence. This is how the company achieved its leadership position in the production of surfactants and specialty chemicals in the Americas in the Crop Solutions, Home Care and I&I, Personal Care, Coatings, Oil & Gas, Industrial Applications, Functional Fluids, and Nutrition & Health markets.

Part of Grupo Ultra, Oxiteno is headquartered in São Paulo and has eleven industrial units, five research centers and eight offices around the world (see details on the map). With a structure divided by regions – Mercosur, MAC (Mexico, Andean and Caribbean) and the United States – the company has global departments that work across businesses.
102-3

Franci Lourdes de Sousa Leal
Chemist

OPERATIONS MAP

102-1, 102-4, 102-6, 102-7

Oxiteno is a leading multinational company in the production of surfactants and specialty chemicals in the Americas. It has eleven industrial units in Brazil, the United States, Mexico, and Uruguay; five research & development centers; and eight commercial offices in the Americas, Europe and Asia. Sales are concentrated in the Americas, with more than 90% of sales in that region. Operations are divided into Mercosur, United States, and MAC.

Click here and learn more or access by QR Code on your cell phone

COMMERCIAL OFFICES

United States
Houston

Mexico
Mexico City

Colombia
Bogota

Brazil
São Paulo

Argentina
Buenos Aires

Belgium
Brussels

China
Shanghai

Uruguay
Montevideo

INDUSTRIAL UNITS

United States
Pasadena

Mexico
Coatzacoalcos
Guadalajara
San Juan del Río

Brazil
Camaçari (2 units)
Mauá
Suzano
Tremembé
Triunfo

Uruguay
Montevideo

R&D CENTERS

United States
Hattiesburg

Mexico
Guadalajara

Brazil
Mauá

Belgium
Brussels

China
Shanghai

RECOGNIZED WORK

Abrasca Award
In 2020, Oxiteno placed among the five finalists in the Privately Held Companies category of the ABRASCA award, competing in the category for the best annual report.

Caio Award - 21st edition
In 2020, Oxiteno received the Bronze Alligator for its booth at ABRAFATI 2019. Developed by Alternativa F, the company created a customer relationship environment, highlighting chemical solutions in the paint and varnish sector.

Paint & Pintura Magazine Award
Oxiteno won the award for best supplier of Oxygenated and Coalescent Solvents by the magazine Paint & Pintura, the most prestigious recognition of the sector in Brazil.

EcoVadis Sustainability Rating
Oxiteno advanced two categories in the EcoVadis ranking. Scoring 73 out of 100 possible points, the company advanced to the Platinum category, the highest in the ranking and achieved by only 1% of the companies evaluated. Oxiteno is the second Brazilian company to achieve this position.

Roundtable on Sustainable Palm Oil (RSPO)
Oxiteno's Belgium office has just obtained the Roundtable on Sustainable Palm Oil (RSPO) certification. This achievement qualifies Oxiteno Europe BV to develop new businesses on the European continent, such as reselling RSPO certified products.

Ecolab Top Vendors Award 2021
In Mexico, Oxiteno was recognized by Ecolab for the quality of its products and services and for excellence in operations.

Kurt Politzer Technology and Innovation Award by the Brazilian Chemical Industry Association (ABIQUIM)
For the seventh time, Oxiteno won the award in the Company category with a project for the Coatings segment. The theme of the winning project was: "Formulation of architectural paints in compliance with the European Directive 2004/42/CE and Green Seal Standard GS-11 for low environmental impact, high performance, and durability, increasing the life of the coating through the use of a film-forming agent from a renewable source."

Laboratory 4.0
The Laboratory 4.0 project was selected and approved to enter in the Inova 2030 acceleration program: Young Innovators in the Sustainable Development Goals (SDG). Led by Rede Brasil of the Global Compact and with the support of Fundação Dom Cabral, the program is intended for young professionals and is geared for people who want to solve business challenges utilizing SDGs. For Oxiteno, this is another step toward a more sustainable and innovative future.

Valor Inovação Brasil Award
In 2020, the company placed 5th in the Chemistry, Paper, and Pulp category in the awards sponsored by the Valor Econômico journal in partnership with PwC. The ranking includes the 150 most innovative companies in Brazil, and Oxiteno was ranked in the 75th position.

Quality Survey by Tintas & Vernizes Magazine
Once again, Oxiteno obtained recognition as the company that provides the highest quality solutions for its customers and partners. The questionnaire was answered by professionals in the paint sector who evaluated companies that deliver superior quality products in each of the 30 categories covered.

SOS Atlantic Rainforest
In 2020, Oxiteno made a donation that was converted into 1,000 native tree seedlings to be planted by the NGO SOS Mata Atlântica in the coming months. The initiative supports the Forests of the Future project, which is intended to restore and inspire society in the defense of this biome.

ASSOCIATIONS AND EXTERNAL INITIATIVES

102-12, 102-13

Oxiteno is a signatory to different external initiatives that reinforce the company's commitment to sustainable development. Among the most relevant are the following:

Roundtable on Sustainable Palm Oil (RSPO)
Brazil, the United States, Mexico, Uruguay, and Belgium participate in this initiative that supports the certification of sustainable raw material (derived from palm) used by Oxiteno in its products.

United Nations Global Compact (UNGC)
In Brazil, Oxiteno supports the actions of the UN Global Compact, corroborating its commitment to the path toward achieving the Sustainable Development Goals.

Responsible Care
Oxiteno is a signatory for this initiative in Brazil, Mexico, Uruguay, and the United States. This international voluntary commitment initiative establishes principles for continuous improvement in the health, safety, and environmental performance in the chemical industry. In Brazil, Responsible Care is represented by ABIQUIM (Brazilian Chemical Industry Association).

In addition, Oxiteno participates in several industry associations – at the national and international level – where it integrates management, projects, or commissions, contributing financially both to the maintenance of the associations and to any specific initiatives that strengthen its position and strategy. You can see the complete list in the GRI Summary.

Click to learn more about Oxiteno's commitments

OXITENO

A CHANGING FUTURE

Oxiteno believes that strong connections contribute to the well-being to people through chemistry. These connections begin internally, in the interactions between areas and businesses, and integrate the concepts of sustainability and innovation across the company.

In practical terms, every decision and every project are based on sustainable and innovative solutions, ensuring protection for society and the environment. This is one of the results of the 2020 consolidation of the Strategic Sustainability Plan. This is a strategy based on actively listening to stakeholders and identifying market needs in order to address the company's main goals for its products and operations, in addition to mitigating possible social and environmental impacts.

In addition, the year marked a major effort to engage employees and train leadership, continuously integrating the culture of sustainability and innovation into strategic business thinking.

In 2020, sustainability management held

27 online workshops

on the topic Inside Oxiteno's Sustainability Strategy, with more than

500 employees participating.

SUSTAINABILITY PILLARS

The ambitions of Oxiteno's Strategic Sustainability Plan are divided into eight pillars, each having quantitative and qualitative goals to ensure the continuity of the business and the responsibility for building a more sustainable future.

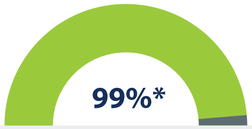
In 2020 the company established a governance process for the company's sustainability strategy. Today, the sustainability team works in partnership with all areas within Oxiteno to define work guidelines and identify ways for each segment to achieve the established goals.

In addition, to assist in this process, each of the eight pillars of the plan has a leader who supports the areas in establishing and meeting the goals. This "leader" is also part of a working group formed by the central corporate areas (Sustainability Working Group), which promotes internal and external engagement, applies the company's sustainability strategy, and maps opportunities, demands, and needs related to the theme for Oxiteno.

This governance is reinforced by the Sustainability Steering Committee. Comprised of members of the Executive Board, the committee's roles and responsibilities include: ensuring that the sustainability strategy is present in the company's governance and decisions; ensuring compliance with the sustainability goals proposed in the Strategic Plan; and approving and monitoring strategic projects related to the topic.

Click here to learn more about Oxiteno's Strategic Sustainability Plan or access it by QR Code on your cell phone

SUSTAINABILITY STRATEGY

PILLAR	COMMITMENT 2030	SDG	MAIN ACHIEVEMENTS IN 2020	CHALLENGES 2021
Supply Chain	Promote sustainability in the Oxiteno supply chain. Create stable, long-term commercial relationships with our partners.	3 11 16 17	Establishment of partnership with EcoVadis	Launch the New Supplier Relationship Program a nd implement ECOVADIS as a Sustainability Assessment of the Supply Chain (targets: 85% adherence and minimum score of 45 score).
Environmental	To be an environmental benchmark for the chemical industry where Oxiteno operates with world class performance.	6 7 8 9 11 12 13 14 15	Review of the goals for the topics: management of water resources, waste, energy, and GHG for greater alignment with the market.	Map and implement actions to reduce consumption and emissions. Define the Climate Change strategy.
Safety	To be a benchmark in the chemical industry in terms of safety with world class performance.	3 8 9 11 12	Implementation of the behavioral safety program in Mercosur and MAC. *USA diagnostic of Safety Behavior postponed on account of Covid-19* Elimination of the high risk scenarios to process safety. *Dangerous products e-learning under review* 	Train employees, standardize processes and execute local and master plans. Train employees, identify, and eliminate the main risks to process safety.

*% of compliance with the actions contained in the 2020

SUSTAINABILITY STRATEGY

PILLAR	COMMITMENT 2030	SDG	MAIN ACHIEVEMENTS IN 2020	CHALLENGES 2021
Employees	Develop a management model that generates superior results, appreciates people and promotes the development of the working environment.	3 4 5 8 10	Launch of organizational skills and education system campaigns. **100%*** Develop a quality of life program. **99%*** Leadership training on the D+I topic, implementation of pre-committees, and definition of Oxiteno's positioning. **100%***	Implement a Global Performance and Career Cycle and expand the education system. Implement the quality of life program and engage employees. Develop and implement the Diversity and Inclusion program and engage employees.

% of compliance with the actions contained in the 2020

SUSTAINABILITY STRATEGY

PILLAR	COMMITMENT 2030	SDG	MAIN ACHIEVEMENTS IN 2020	CHALLENGES 2021
Ethics, transparency, and integrity	Sustain the culture of ethics and compliance with management integrity and transparency.	5 8 10 16	Update Compliance policies across the regions and conduct actions to reinforce a culture of Compliance. **100%***	Promote digital transformation in the compliance processes, implement all necessary controls, and reinforce communication on the topic.
Financial	Create shareholder value through financial returns that are greater than the cost of capital employed.	8 9	Monetize the U.S. operation. **100%***	Monetize the U.S. operation.
			Increase results from innovation in the key segments. **100%***	Increase results from innovation in the key segments.*
			Define and approve the digital transformation roadmap. **100%***	Develop a digital transformation roadmap.

*% of compliance with the actions contained in the 2020

SUSTAINABILITY STRATEGY

PILLAR	COMMITMENT 2030	SDG	MAIN ACHIEVEMENTS IN 2020	CHALLENGES 2021
Product portfolio	Develop solutions aligned with society's needs, in partnership with our clients, having a positive environmental and social impact.	2 3 6 7 8 9 12 14 17	Development and application of the methodology to assess the sustainability performance of all products that represent 50% of sales of HPC, Crop, and Coatings. **100%***	Evaluate the sustainability performance of products that represent 50% of Oxiteno's revenue and define a plan of action for 100% of products classified as review. And evaluate 100% of the products under development whose projects pass through gate 1 and 3 as of August.
Product safety	Develop safer products for people and the environment, and provide clients with support in product use.	3 12	Define requirements to evaluate priority products and develop safer molecules. **100%***	Define methodology for risk assessment and implement a pilot with an HPC, Crop and Coatings product.

**% do atendimento das ações presentes nos roadmaps 2020*

INNOVATION IN THE DNA

103, 2, 103-3: INNOVATION

Innovation is part of Oxiteno's strategy and, like sustainability, is treated as a cross-cutting topic within the company. In 2020, in line with this culture and the company's responsible growth targets, the two themes were combined to generate more value for the development of products and solutions. With a global scope, the work of the innovation team is structured in two areas – IMO and PMO – to ensure an integrated view of processes and governance, providing instruments and opportunities for Oxiteno to incorporate innovation in its daily routine in several contexts.

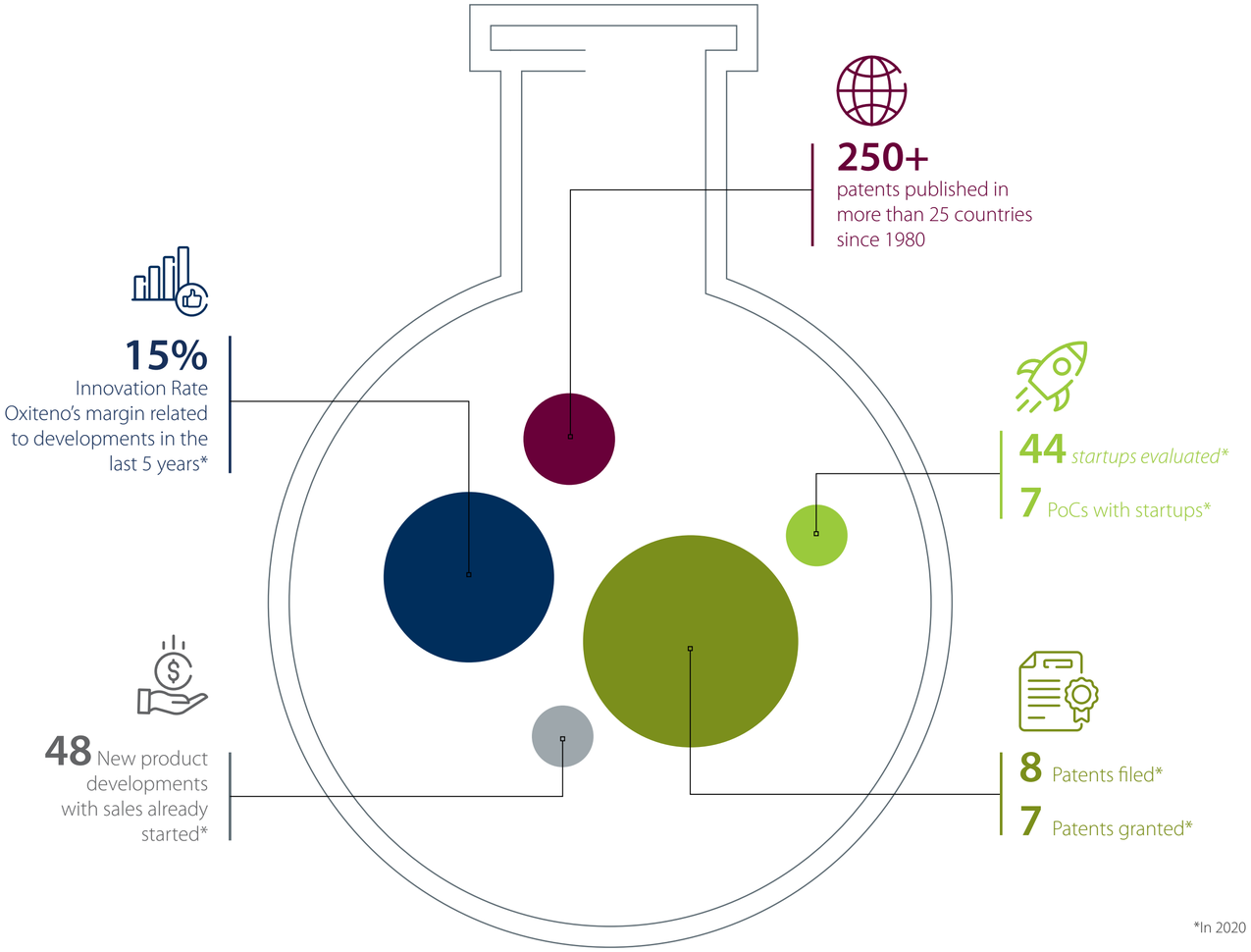
INNOVATION

IMO | INNOVATION MANAGEMENT OFFICE

- Technological Trends & Culture of Innovation
- Open Innovation & Promotion
- Intellectual Property and Competitive Intelligence
- Incentive to ideation and creativity
- New Advanced Research Platforms

PMO | PROJECT MANAGEMENT OFFICE

- Prioritization of projects and strategic allocation of resources
- Availability of processes, tools, and good management practices
- Active management of the project pipeline and of the results of new developments
- Support in the process of launching new products, technologies, and solutions
- Solid governance disseminated in all regions and applied to all businesses



*In 2020

CROSS-CUTTING INITIATIVES

Development Horizons
A new perspective for classifying project portfolio among the initiatives that protect current markets (H1), initiatives that take us to similar markets (H2), and totally disruptive initiatives (H3), that create markets.

Knowledge template
New project management model for more radical initiatives with greater uncertainty. This template allows for a more assertive development of new knowledge, which supports Oxiteno's innovation in the medium and long term.

Advanced Research Platforms
Three new research fronts are being developed at Oxiteno. The platforms focus on Horizons 2 and 3, and are intended to help Oxiteno develop more radical technologies and incorporate them into its products, allowing the company to defend its current markets and enter new markets.

In addition, the way Oxiteno deals with innovation has evolved significantly in recent years, paving the way for an organic growth process within the company with initiatives focused on Product Innovation, Industrial Innovation, and Digital Evolution, all interconnected and all considering sustainability in their developments.

- **Product Innovation:** encompasses the development of new projects that can improve knowledge, processes, methodologies, and products for our customers.
- **Industrial Innovation:** projects that focus on engineering and automation innovations, working mainly on Industry 4.0 and extracting value from data from production units.
- **Digital Evolution:** digitalization, machine learning, artificial intelligence projects, and several other initiatives that transform the way Oxiteno works in its administrative and operational sectors.

As a highlight in 2020, Oxiteno expanded its interactions with startups. More than 200 solutions were evaluated, and 44 startups were interviewed. As a result, seven of them were chosen to develop Proofs of Concept for different areas of the company, and their technologies may be implemented in 2021.

FOCUS ON DIGITAL TRANSFORMATION

- A year of experimentation at XLab, a digital innovation laboratory implemented in 2019 intended to work on new technologies, analytics, and Robotic Process Automation.
- Automation of the process to generate new orders in case of cancellation of invoices outside business hours. The solution focuses on assertive delivery times, cost reduction, operational excellence, and a better customer experience.
- Automated factoring: the process automates the factoring process, which improves working capital for the customer and for Oxiteno.
- Automation of export logistic costs processes when entering invoices and debit notes for payments.
- Automatic order capture system for customers (currently in the test phase) which automatically captures orders from large accounts.
- Implementation of Commercial OxiBot, which added agility in Oxiteno's responses to the market.
- Online second and third Ideation Workshops held, in April and September 2020, respectively.
- Initial development of the Customer Relationship Portal, a unified channel that offers several conveniences, such as entering orders, loading schedules, and issuing payment slips.

STRATEGY 100% ALIGNED

With an ambition to encourage and support developments, deliver solutions, and evolve initiatives aligned with Oxiteno's sustainability strategies, the Sustainability and Innovation teams came together in 2020 to design an official plan to incorporate sustainable development in innovation management and projects at Oxiteno. With this roadmap, the Innovation team will start to consider sustainability in its governance, management tools, technology studies, and future trends, and also as a criterion to evaluate its results.

In line with 2030 goals for the product management portfolio, Oxiteno's Project Management area includes the analysis of products being developed following sustainability criteria throughout the project life cycle, in order to increase the company's portfolio with products already classified. The idea is to prepare a risk assessment in the preliminary stages of product development to provide sustainability information that will guide strategic decision-making and possible action plans throughout development.

Rafael Ribeiro
Chemical Process Operator

PURPOSE AND VALUES

102-16, 103-2, 103-3: ANTI-CORRUPTION

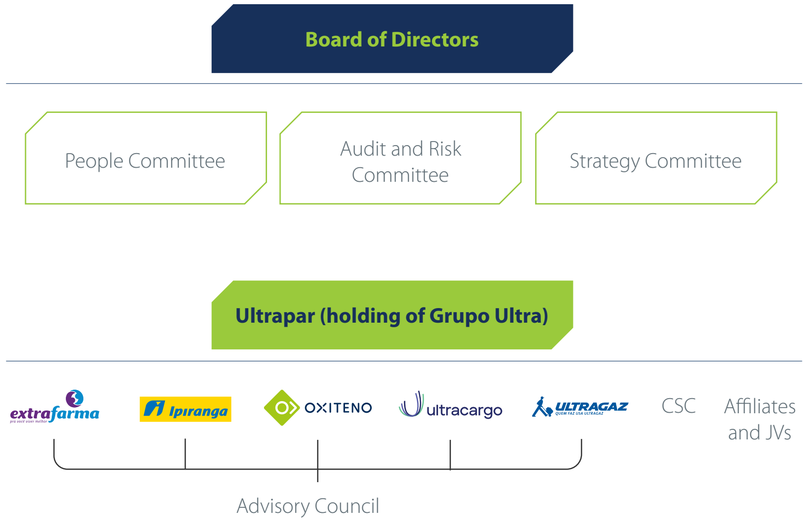
Oxiteno believes in a robust governance structure where ethics, transparency, and integrity are integral parts of its value system and permeate all of its actions. As part of Ultrapar Participações S.A. (Ultra) – a privately held corporation – Oxiteno integrates the structure and governance model of its parent company, which adopts market practices recognized for their transparency.

Based on valuing open dialogue and clear, reliable communication with all stakeholders, Oxiteno's actions are guided by the group's Ethics and Compliance Program and report quarterly to the Board of Directors. The Board is currently composed of eleven members – eight independents, including two women – with terms until August 2021.

Wilson Pastor
Material Handling Controller

GOVERNANCE STRUCTURE

102-18



The presidents of all group companies– Oxiteno, Ultragaz, Ultracargo, Ipiranga, and Extrafarma – are on the Executive Board, in addition to our parent company's Finance and Investor Relations Director, reinforcing the participation of the businesses in defining guidelines and strengthening governance and compliance practices. This structure is also supported by three committees and a fiscal council, which has the following duties:

- **Audit and Risk Committee:** assesses the effectiveness of internal control and risk management mechanisms, analyzes financial reports and statements, oversees internal audit activities, and monitors exposure to risk. It consists of a minimum of three members, one of which needs to be an independent member of the Board of Directors, and at least one member must have recognized experience in corporate accounting matters.

- **People Committee:** proposes to the Board of Directors parameters and guidelines for the remuneration policy and assists in the succession process of the company's executives. This committee has four members of the Board of Directors, of which at least two must be independent Board Members.

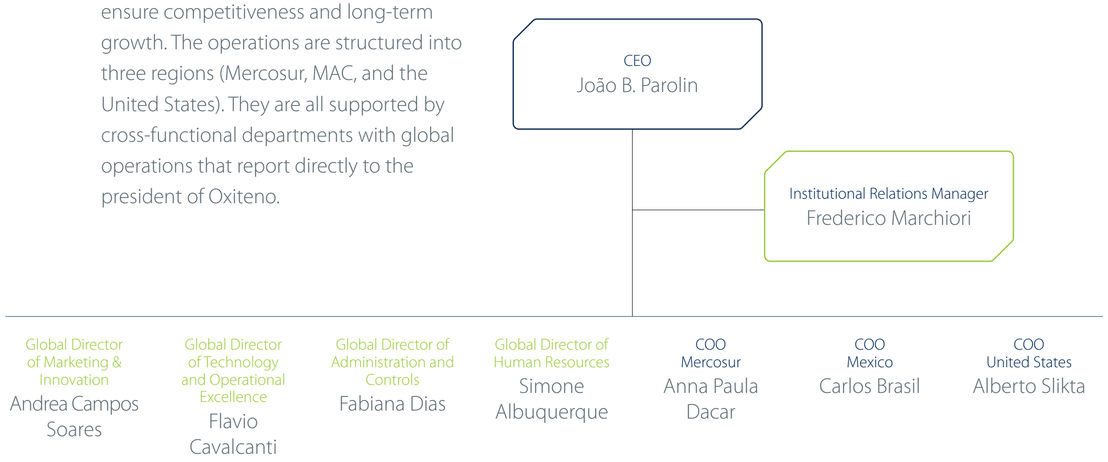
- **Strategy Committee:** its main role is to provide overall business guidance and prepare and monitor strategic plans and budgets, including the capital allocation strategy. The committee consists of four members of the Board of Directors, of which at least two must be independent Board Members.

- **Conduct Committee:** a non-statutory and standing committee, whose purpose is to promote respect for, compliance with, and improvement to the ethical principles that guide decisions and legitimacy, along with proper conduct of the group's employees and partners. This committee is comprised of a minimum of four members, all elected by the Board of Directors, including the Risk, Audit and Compliance Director, the Director of the Legal Department, and an independent member.

- **Fiscal Council:** operates as a non-standing committee, being called on by the Annual General Meeting when legally required. The Fiscal Council is composed of three members and an equal number of alternates.

ORGANIZATIONAL STRUCTURE

Since 2017, Oxiteno has had an organizational structure designed to ensure competitiveness and long-term growth. The operations are structured into three regions (Mercosur, MAC, and the United States). They are all supported by cross-functional departments with global operations that report directly to the president of Oxiteno.



TRUST CHANNEL

102-17

To maintain activities in line with the commitment to transparency and ethics, a communication channel was created (Canal Aberto Ultra) to handle questions and claims. Operated by an independent company, it has professionals trained to receive, evaluate, and correctly escalate reports in an impartial manner. The channel is managed by Grupo Ultra's Risk, Compliance, and Audit Department (DRCA), open 24 hours a day and offering services in three languages: Portuguese, Spanish, and English.

All contacts are guaranteed anonymity and are recorded without any interference from Oxiteno or other companies in the group. The reports are forwarded to the DRCA and conducted by certified employees to act as exempt investigators.

In 2020, Oxiteno received 79 reports through Canal Aberto Ultra, which shows an increase in people's confidence in the company's transparency policy and an increase in the maturity of the business and its purpose. All reports were duly investigated and formalized.

Canal Aberto Ultra

Available to the company's internal and external audiences. Calls are toll-free.

Portal: www.canalabertoultra.com.br

Brazil: 0800-701-7172

United States: 1-800-880-6491

Mexico: 800-099-0646

Uruguay: 000-416-205-2740

Click here or access by QR Code on your mobile

RISK MANAGEMENT

102-11, 102-15

Oxiteno's systemic risk matrix is composed of topics that cover the main threats to business operations. Structured debates define the roles and responsibilities for the various levels of the organization.

This robust analysis is intended to identify internal and external risks based on an assessment of scenarios quantified in terms of impacts and vulnerabilities. Specific committees, such as the Safety and Environment Committee and the Information Security Committee, work to reinforce and disseminate the principles of the corporate risk policy: monitoring, transparency, sizing, and accountability.

The application of the risk management methodology looks to reduce potentially harmful events for both the company and stakeholders. Plans of action to address these risks are developed for each assessment, specifying who is responsible and a deadline for completion.

In 2020, the result of this work was the elimination of all scenarios classified as high risk in operations and processes through focused and shared actions between the Process Safety and Engineering areas and Industrial Units.

ETHICS AND COMPLIANCE

103-2, 103-3: ETHICS, TRANSPARENCY, AND INTEGRITY

Oxiteno's Ethics and Compliance program adopts prevention and integrity guidelines when conducting all its national and international activities, promoting transparent and independent relationships with its stakeholders.

The company has internal policies in place that provide detail on topics such as anti-corruption, competitive practices, preventing and combating harassment, and conflicts of interest. These are recognized together with Grupo Ultra's Code of Ethics, disseminating the culture of ethics to all teams and encouraging its adoption by the other stakeholders.

As part of this process, it is mandatory for all employees to be familiar with and adhere to the company's corporate documents. Training courses are available to employees on the OxiEducation platform, and awareness campaigns are also carried out on all topics covered by the Ethics and Compliance Program.

At Oxiteno, the Compliance Department evaluates its internal controls, monitors its performance indicators, conducts specific training, and communicates the topics and reports them to both Oxiteno's Global Management and Control Department and to Grupo Ultra's Risk, Compliance, and Audit Department, overseen by the Conduct Committee, chaired by an independent member, and linked to the Board of Directors.

In 2020, 100% of our operations were assessed for risks related to corruption. In the year, approximately 2,038 reputational surveys were conducted with an approval rate of 97.4%.[2]

205-1

CULTURE OF INTEGRITY[3]

In 2020, the Compliance area implemented different actions that reinforced the company's culture of integrity. Although these actions have historically been carried out in person, this time they had to be online. As a result, corporate policies, online training, and videos on compliance were made available on specific pathways for each region on the OxiEducation platform, a training tool in the Human Resources area, as a way of facilitating access and engaging employees with the topic. In 2020, 100% of the directors and 97.8% of the employees were trained or informed about anti-corruption policies and procedures, and there were no confirmed cases on the topic of fighting corruption.

205-2, 205-3

(2)The reach of the assessment is in line with the scope defined in the current policy. In 2021, the assessment process will include business partners and customers in the background check.
(3) In 2020, a total of 636 business partners were informed about anti-corruption measures. In 2021, training on this theme will be resumed.

SUSTAINABLE GROWTH

103-2, 103-3: ECONOMIC PERFORMANCE

2020 was a challenging year for the world, and for Oxiteno as well. It was a period of solid growth in our results, driven by the increase in demand for specialty chemicals, which was up 6% from the previous year. This was due to the following segments: Home & Personal Care (16% growth) and Crop Solutions (15% growth).

In 2020, Oxiteno recorded net revenue of R$5.22 billion, a 22% increase over 2019. In terms of operational performance, the total volume of specialty chemicals reached 624,000 tons, and the total volume of sales reached 753,000 tons – up 6% compared with the previous year.

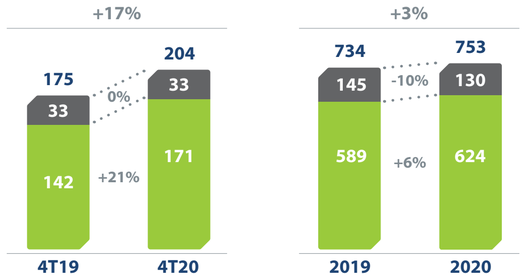
Lincoln Junior do Nascimento Cruz
Production operator

Strategic planning in 2020 was undoubtedly more flexible in order to take into account the new pandemic scenario. However, since in the previous year the company had already implemented the matrix budget and optimized costs and structure through the "Mais Eficiência" project, the company was able to deal with the challenges that arose in an agile and balanced manner, such as cash contingency and CAPEX reduction. In addition, from a financial standpoint, the Real suffered strong devaluation during the period, with effects on the company's foreign exchange hedging positively impacting the results.

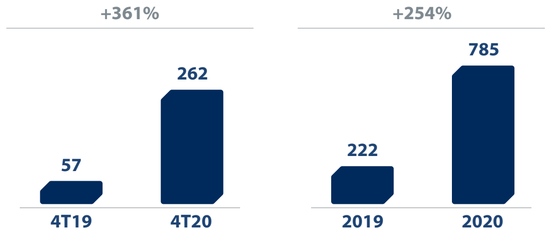
Volume growth – K Tons

Higher sales volumes in the segments of hygiene, cleaning, agribusiness, paints and varnishes, in addition to increased sales in the U.S.

Specialties Commodities



Reported EBITDA - record level in 2020 R$ million



Statement of income for the period *IFRS - in thousands of reais*

	2019	2020
Net revenue	**4,254,236**	**5,210,704**
Domestic market	2,924,599	3,586,400
. Commodities	375,789	344,701
. Specialty Chemicals	2,548,810	3,241,698
Foreign market	**1,341,587**	**1,777,806**
. Commodities	10,974	12,988
. Specialty Chemicals	1,330,614	1,764,817
Cash flow hedge of bonds	(11,950)	(153,502)
Cost of goods sold	**(3,537,570)**	**(4,188,711)**
- Variable	(2,883,639)	(3,501,628)
. Ethylene	(851,512)	(819,244)
. Others	(2,032,127)	(2,682,384)
- Fixed	(466,021)	(485,765)
- Depreciation and amortization	(187,910)	(201,317)
Gross profit	**716,666**	**1,021,993**
Operating expenses	**(724,151)**	**(819,599)**
Sales and commercials	(328,813)	(386,625)
General and administrative	(395,338)	(432,975)
Other operating income	**8,100**	**159,156**
Result on disposal of assets	**(13,448)**	**(5,625)**
Operating income (loss)	**(12,833)**	**355,925**
Equity accounting	**528**	**402**

	2019	2020
Ebitda	**221,648**	**784,892**
Total depreciation and amortization	222,004	275,063
Cost of goods sold	187,910	201,317
Sales and commercial expenses	44	1,228
General and administrative expenses	34,050	72,518
Cash flow hedge of bonds	11,950	153,502
Sales volume	**733,624**	**753,368**
DOMESTIC MARKET	527,862	534,742
. Commodities	141,661	125,975
. Specialty Chemicals	386,201	408,767
FOREIGN MARKET	205,762	218,627
. Commodities	3,314	3,799
. Specialty Chemicals	202,448	214,827
Prices - R$/ton	**5,799**	**6,917**
DOMESTIC MARKET	5,540	6,707
. Commodities	2,653	2,736
. Specialty Chemicals	6,600	7,930
FOREIGN MARKET	6,520	8,132
. Commodities	3,312	3,419
. Specialty Chemicals	6,573	8,215
GROSS PROFIT/ton	**977**	**1.357**
OPERATING INCOME/ton	**(17)**	**472**
EBITDA/ton	**302**	**1,042**
Gross margin %	**16.8%**	**19.6%**
Ebitda margin %	**5.2%**	**15.1%**

201-1

The financial information open to the market, complete and audited, can be found on Ultrapar's website. Click here to access.

Mercosur

2020 was a time for redefining Oxiteno's priorities for Mercosur. In the first quarter, the region worked on goals for growth, planning, and plant shutdowns, but the onset of the pandemic made change necessary, even in our way of working.

In the second quarter, there was a drop in demand, mainly in the segment of durable goods such as paints and brake fluids for the automotive industry. Nevertheless, other segments such as the hygiene and cleaning market, personal care, and agribusiness were strong. In the second half of the year, sales resumed growth, with record numbers in almost all segments.

Despite COVID-19 and the extremely challenging political and economic scenario in Argentina, not only did we manage to overcome the year's challenges, but we also achieved record numbers. One of the factors that supported these significant results was the replacement of sulphate sales from synthetic raw material with raw materials from renewable sources produced at our plant in Uruguay.

We also consolidated, with the participation of customers, the sale of additives for concentrated formulations to reduce the use of packaging at the end of the chain. Another important factor was the increase in sales in reusable IBCs and cardboard boxes, in lieu of packaging such as metal drums, which are associated with a greater environmental impact.

In 2021, the company will focus on possible changes and fluctuations in the market, with the intent of taking quick action and working out bottlenecks. The strategy involves developing products that are better suited to customer needs, resuming projects, and expanding the portfolio of specialties. In addition, IT initiatives must be intensified in both asset management and inventory.

In 2020,

total sales was

R$ 4.5 billion

United States

The first quarter of the year was very positive for Oxiteno in the United States, reflecting the oil industry and record sales of products for ethanol. With the onset of the pandemic, however, the oil sector was greatly affected and prospecting in the country dropped 75%, with a consequent reduction in the ethanol market. On the other hand, spikes in demand started to appear in the area of home cleaning and disinfecting due to an increased focus on hygiene, and Oxiteno managed to capture opportunities in these segments.

In the second half of the year, volumes for the hygiene and beauty sector were maintained. The United States unit continued its ramp-up process, increasing 30% compared with the previous year and contributing to the recovery of the company's profitability.

R$ 429 million

Dioxane Project

The search for healthier, more sustainable products and the removal of substances with potential negative health impacts has been increasing in all sectors and geographical areas. As an example of this trend, in the United States, New York legislators ordered the control and reduction of 1.4-dioxane present in the formulas of detergents, cleaners, and personal care products. 1.4-dioxane is a by-product formed during the synthesis of ethoxylated molecules, as well as in the production of some anionic surfactants.

Anticipating this requirement by state of New York, and leveraging the modern and technically sophisticated industrial unit in Pasadena, Texas, Oxiteno quickly implemented processes to minimize and/or prevent the formation of 1.4-dioxane during ethoxylation reactions. In 2020, of the 101 ethoxylate-based surfactants produced in the United States, Oxiteno reduced 1.4-dioxane in 43% of its products—the equivalent of 205 kg of 1.4-dioxane eliminated.

Oxiteno's goal is to increase the number of products available with lower levels of 1.4-dioxane (<1 ppm) and further reduce levels to undetectable limits. In addition, based on the success of this project in the United States, the company began to implement the idea of low 1.4-dioxane content worldwide.

MAC

In Mexico, the Andean region, and the Caribbean, the Commercial area was strengthened through a restructuring that required hiring new employees and creating a structure to serve the entire MAC region.

In terms of demand, as in the other regions, growth was recorded in the sector of household cleaning and agribusiness products . The operational flexibility of the plants in Mexico successfully responded to this demand. It should also be noted that certain Oxiteno products are only produced in Mexican plants.

The greatest constraints in the region for the delivery of results and volume were related to Pemex (Petróleos Mexicanos), a supplier of ethylene oxide in the region, especially due to restrictions on raw materials. Even so, the MAC unit managed to deliver results equivalent to 2019.

R$ 401 million

OXITENO'S OPERATING SEGMENTS

102-2

As a leader in the production of surfactants and specialty chemicals, Oxiteno developed solutions for the Crop Solutions, Home Care and I&I, Personal Care, Coatings, Oil & Gas, Industrial Applications, Functional Fluids, and Nutrition & Health markets. This means that the company is present—through its ingredients and solutions for a wide variety of products—in everything from agribusiness and energy production, to the colors on walls, to home care and personal care.

Oxiteno's performance is marked by its pioneering spirit, and in every segment, the company has strategic partnerships in place that contribute to the development of increasingly innovative, safe, and sustainable products.

CONTRIBUTE TO THE WELL-BEING OF PEOPLE THROUGH CHEMISTRY

COATINGS

Present throughout the architectural, resins & latex, and industrial paint markets. It allows for solutions that offer increasingly eco-efficient alternatives, with low toxicity and odor.

Main lines: OXITIVE®, ULTRATINT®, ULTRAFILM®, OXIMULSION®, and ULTRASOLVE®

INDUSTRIAL APPLICATIONS

Develop wetting agents, solvents, dispersants and emulsifiers that serve markets such as construction, tanning, mining, pulp and paper, textiles, plastics, and polymers.

Main line: ALKEST®

NUTRITION & HEALTH

Segment that serves from food and animal nutrition, to fragrances and pharmaceuticals.

Main line: OXIPURITY® and OXICURE®

PERSONAL CARE

A complete portfolio for the formulation for a wide variety of personal care and hygiene products ranging from skin care, hair, and even bath, and sunscreens.

Main lines: OXIFLOW®, OXISMOOTH® and GLUCOSURF®

CROP SOLUTIONS

Oxiteno helps drive the performance of active ingredients in the fields, with more accurate, effective, and sustainable applications to enable the application of herbicides, fungicides, and insecticides.

Main line: SURFOM®

HOME CARE AND I&I

Formulations that offer maximum health protection in laundry care, dishes, and surface cleaning using technologies that have better performance and fewer impacts on the environment.

Main lines: OXIZYMES®, GLUCOSURF®, and OXISENSE®

OIL & GAS

High-performance solutions for all drilling and production phases in onshore and offshore operations. In 2021, Oxiteno launched its innovation platform in biofuels, which has been gaining more and more space in generation of renewable energy.

Main lines: ULTROIL® and ULTRAWET®

FUNCTIONAL FLUIDS

Portfolio for the industrial and automotive lubricants market.

Main lines: ULTRASOLVE®, ULTRAPEG®, and ALKOLAN®.

CROP SOLUTIONS

Increasing productivity of the fields without expanding planted areas is an increasingly important action for agribusiness companies. With innovative and personalized solutions, Oxiteno helps to drive the performance of active ingredients in the fields with more accurate, effective, and sustainable applications for its customers.

Oxiteno offers a wide portfolio of ready-to-use solutions, such as biological pest-control formulas. With a highly specialized team, the structure of the Crop Solutions segment allows for the development of products on demand which increases productivity by enhancing nutrients, mix adjuvants to optimize the application of herbicides, fungicides and insecticides. These solutions and others result in more effective, safe, and complete formulations that guarantee higher productivity and profitability of crops.

Main product line
SURFOM®: a packaged, easy-to-handle, low-viscosity, and versatile dispersant for herbicides and fungicides and for mixing pesticides.

CROP SOLUTIONS HIGHLIGHT

SURFOM® MIX 8251

New biodegradable solubilizer for applications of different agrochemicals in crop fields. Despite being a practice widely adopted by farmers all over the world, tank mixing raises some concerns, especially in terms of compatibility between the products mixed. Incompatibility could alter the physical and chemical composition of the solutions and offset or weaken the effectiveness of the pesticides, in addition to clogging the lines and nozzles of application vehicles.

To combat these issues, Oxiteno developed and launched SURFOM MIX 8251, a cost-effective product that is highly compatible with application mixtures. It addresses the main cases of incompatibility between phytosanitary products, such as mixtures of fertilizers, herbicides, and insecticides, with quick responses and flexible application. In addition, the product has other benefits such as improved crop coverage, reduced foam formation, longer action time, and proven effectiveness in various applications

SURFOM® CE 8434

A combination of performance and sustainability for pesticide formulations, this emulsifiable concentrate (EC) is the most widely used formulation in the world, with a volume of more than 31% in the global market. One of the great challenges is choosing a solvent that can solubilize the active ingredient in high quantities and demonstrate a favorable profile. SURFOM CE 8434 combines high solvent power and an excellent GHS profile, making it a more sustainable and effective alternative to CE formulations.

Click here to learn more about the Crop Solutions portfolio.

OXITENO

HOME CARE AND I&I

Never has the excellent performance of cleaning products and solutions been more important to society. In a year defined by the pandemic, formulations that offer maximum health protection in laundry care, dishwashing, and surface cleaning have gained importance in the daily lives of consumers, in turn, the search for technologies that offer greater performance and fewer impacts on the environment has been expanded.

With a broad portfolio, Oxiteno also works on developing customized solutions in partnership with its customers, offering softer and non-sulfated surfactants that cause less skin irritation and protect fabrics, as well as solutions that enable the development of concentrated products, saving resources and reducing packaging, among other important characteristics.

Click here to learn more about the Home Care and I&I portfolio

MAIN PRODUCT LINES:

OXIZYMES®
exclusive combination of surfactants and enzymes for washing machines. Produced using renewable raw materials, it guarantees less skin irritation and is gentler on fabric fibers.

GLUCOSURF®
surfactant with high compatibility and softness, with a non-irritating formula made from renewable raw materials.

OXISENSE®
innovative technology for fabric softeners that gives fabrics greater softness and protects fibers. Made using renewable raw materials.

OXITENO

PERSONAL CARE

Personal care is important to promote well-being and self-care. Through the Personal Care segment, Oxiteno offers a complete portfolio for the formulation for a wide variety of personal care and hygiene products ranging from skin care, hair care, bath products, and sunscreens.

Through its innovation platforms, Oxiteno works in partnership with its customers to interpret consumer needs, market trends, and the specific requirements of the personal care industry, taking into account the demand for more sustainable products made from renewable sources.

MAIN PRODUCT LINES:

OXISENSE R 1051

Consumers have a growing desire for personal expression and individuality and constantly subject their hair to chemical, mechanical, or thermal procedures. These procedures result in damaged hair, leaving hair more susceptible to losing protein and its healthy appearance. OXISENSE® R1051 is a solution that repairs the hair fibers, sealing the cuticle, making it easier to comb, and providing softness and hydration. Unlike other conditioning stimulants, it retains essential fiber proteins, leaving hair stronger and protecting it from future damage.

OXIFLOW®

H ighly versatile rheological modifier used in shampoos, liquid soaps, and facial cleansers, among other products.

OXISMOOTH®

Emollient present in deodorants, sunscreens, hair dyes, and treatments.

GLUCOSURF®

Surfactant with high compatibility and softness. Used in shampoos, liquid soaps, wipes, creams, and lotions.

Click here to learn more about the Personal Care portfolio.

COATINGS

Serves markets for architectural paints, automotive paints (Original Equipment Manufacturer - OEM and repainting), industrial paints, printing inks, and adhesives. In partnership with customers, Oxiteno develops solutions to offer eco-efficient alternatives with low toxicity, low odor, low volume of volatile organic compounds (VOCs), and a higher renewable carbon content.

With its innovation platforms, Oxiteno translates the trends and regulatory changes in the industry into more efficient and sustainable technologies, delivering solutions that allow for reduced energy demand in production, greater resistance of paints and coatings to environmental conditions, and the development of new technologies in Smart Coatings.

The main product lines are divided into additives (surfactants that help both in the manufacturing process and in product performance), building blocks (alkoxylated polyalcohols and functional monomers used in various paint formulations), coalescents (fundamental in the process of forming latex film), emulsifiers (added in the emulsion processes to increase their stability and make them stable and homogeneous) and solvents (acts on the solvency and evaporation rate of paints).

PRINCIPAIS LINHAS DE PRODUTOS

OXITIVE®

Additive that assists in the grinding process with high levels of fillers and pigments and promotes compatibility with colored pigments in paint mixing systems.

ULTRASOLVE®

Oxygenated solvents that provide paint formulators with proper balance and flexibility in their formulations.

OXIMULSION®

Emulsifier that allows formulators to obtain latex with low toxicity, high stability, and high performance. These optimizations, such as formulations with high solids content, provide economic benefits to the entire chain.

ULTRATINT®

***Building block* que melhora as propriedades mecânicas do filme, como flexibilidade e adesão em diversos sistemas bicomponentes em tintas industriais. Eficaz para ajuste de propriedades, como dureza, aderência e resistência ao impacto.**

ULTRAFILM®

100% renewable coalescent that allows for zero VOC architectural paints for use in indoor and outdoor environments. The ULTRAFILM®5000 technology developed by Oxiteno improves the leaching resistance and washability of formulations and is the result of more than five years of extensive research involving specialists in Marketing Coatings, R&D and Processes. The case won the 2020 ABIQUIM Kurt Politzer Award.

Click here to learn more about the Coatings portfolio.

OIL & GAS

This segment offers high-performance solutions for all phases of drilling and production in onshore and offshore operations. The work, in partnership with industries in this sector, achieves cleaner and more efficient technologies in the development of drilling fluids, solvent stimulation, emulsion preventers, corrosion inhibitors, emulsifying agents, gas treatment products, and solutions for hydraulic fracturing fluids.

The innovation platforms for of Oil & Gas are focused on the optimization of drilling productivity, performance in well intervention operations, recovery of hydrocarbons and the protection of equipment used in the exploration and production of oil and gas.

To address the demand for more sustainable solutions for the industry, in 2021 Oxiteno launched its innovation platform in biofuels, which has become more important in the generation of renewable energy. The new solutions meet the company's strategic sustainability plan goals and are intended to increase technical and economic efficiency for these processes. Among the products being developed are ethanol fermentation foam-controlling agents and corn oil demulsifiers to increase the quality of by-products.

MAIN PRODUCT LINES:

ULTROIL®

Corrosion inhibitor for internal surfaces with excellent film formation properties and efficient at low dosages.

ULTRAWET®

High-performance non-emulsifier, prevents oil from mixing with injected fluids, increasing the efficiency of stimulation operations.

SUSTAINABLE PATENTS

Innovation and investment in research and development are among the main drivers for a more sustainable future. Many markets face a challenge and have committed to looking at sustainability and developing technologies that make it possible to reduce negative impacts on people and the environment. To this end, in 2020 the company was granted two patents in the Oil & Gas segment.

ULTRAFLUID® is Oxiteno's innovation for oil well drilling. It is a new lubricant that, delivers excellent performance in the most diverse application conditions and has extremely low toxicity. Its formula creates a film on the metallic surfaces of the controls and drill, which ensures the right amount of friction and reduces the risk of drill string arrest resulting from pressure differential and equipment wear. In other words, it provides greater safety to the entire operation. It also has a high concentration of active substances, increasing performance even at low dosages and resulting in environmental gains.

The new drilling fluids and solvents for the solubilization of organic deposits developed by Oxiteno are free of aromatic hydrocarbons, offer significantly higher biodegradability than the compounds currently used and low toxicity. This makes these innovative products promising and viable options for the sector's challenges.

These patents and inventions in the company's strategic intellectual property portfolio demonstrates the economic potential and the pioneering nature of these innovations. It also reinforces the combination of ecological compatibility, high-performance, and greater safety, while creating business value through sustainability.

Click here to learn more about the Oil & Gas portfolio.

INDUSTRIAL APPLICATIONS

Oxiteno's broad portfolio allows the company to deliver solutions for numerous sectors and industrial applications. Many of Oxiteno's products are used as wetting agents, solvents, dispersants, and emulsifiers that serve markets such as construction, tanning, mining, paper and pulp, textiles, plastics, and polymers. Among the products with the best applicability is **ALKEST®**, a non-ionic surfactant derived mainly from versatile and water-soluble natural materials.

Click here to learn more about the Industrial Applications portfolio.

NUTRITION & HEALTH

Improving people's lives through chemistry also involves nutrition and health. In this segment, Oxiteno serves a variety of markets, from food and animal nutrition, to fragrances and pharmaceutical products. Through solutions such as **OXIPURITY®**, which received the EXCiPACT™ certification at the Guadalajara plant in Mexico[4] , Oxiteno offers PEGs[5] with a high degree of purity to be used in tablets, binders and excipients, ointments and lotions, gel caps, and others.

Click here to learn more about the Nutrition & Health portfolio.

FUNCTIONAL FLUIDS

In this segment, Oxiteno offers a robust portfolio for the industrial and automotive lubricants market with solutions such as solubilizers, solvents, wetting agents, dispersants, and detergents. The main products include **ULTRASOLVE®**, **ULTRAPEG®**, and **ALKOLAN®**.

Click here to learn more about the Functional Fluids portfolio.

(4) The EXCiPACT certification confirms that Oxiteno follows Good Manufacturing Practices (GMP) applied in the production and distribution of excipients and pharmaceutical ingredients.
(5) Polyethylene glycol (PEG): polymer derived from petroleum from ethylene glycol.

AN INCREASINGLY SUSTAINABLE PORTFOLIO

416-1, 103-2, 103-3: PRODUCT SAFETY

We have more than 700 products and nearly 3,000 different applications. With a broad and diversified portfolio, Oxiteno believes that it is possible to develop solutions in line with the demands of society, generating positive environmental and social impacts.

This objective starts with an in-depth understanding of our portfolio's sustainability performance. We base this understanding on a methodology that allows Oxiteno to be proactive in formulating strategies focused on the sustainable management of our product portfolio.

In 2020, the Sustainability team worked on the development of a methodology based on best market practices and guidelines set out by the Portfolio Sustainability Assessment (PSA) of the World Business Council for Sustainable Development to identify sustainability risks in its product portfolio.

Prioritizing environmental, social, and economic topics was the starting point for the development of this methodology. It examines the product's life cycle and evaluates the impacts during its different phases: procuring raw materials, manufacturing, customer manufacturing processes, and the use of the end product.

Oxiteno's goal is to assess

90%

of the most representative products in terms of sales volume using this methodology by 2025.

Evaluation categories

Cross-referencing the evaluation results revealed the existence common points between the demands of society, customers, and Oxiteno itself. Six material topics were identified, which now form the evaluation categories established in the methodology.

Human toxicity
- Hazards and risks to human health
- Restrictions and banning

Environmental emissions (air, water, and soil)
- Waste, effluents, and emissions
- Contribution in application for the reduction of air emissions, VOCs, CFC, and NOX, particulate matter, and greenhouse gases

Contributions to society
- Other hazards related to irregular use (drugs, chemical weapons, etc.)
- Sustainability certifications
- Benefits to human health
- Contribution to the UN's Sustainable Development Goals

Financial return
- Degree of competitiveness
- Contribution margins

Efficient use of resources
- Productive efficiency
- Rate of renewables in a product
- Contribution in the application for the reduction of: raw materials, energy and water

Ecotoxicity
- Hazards and risks to the environment
- Restrictions and banning

The product portfolio management process utilizes internal measures and categorizes the product based on its classification. Depending on a product's performance level, there must be an action plan for implementing control measures. Even if it is in a positive evaluation scenario, it must have its sales leveraged.

CAREFUL EVALUATION

100% of the products developed in 2020 were evaluated according to the criteria set out by the GHS (Globally Harmonized System of Classification and Labeling of Chemicals), an internationally recognized technical approach developed to define the specific hazards of each chemical.

Oxiteno's project governance process ensures that new product developments are always assessed for physical hazards, health, and the environment elements before marketing. The records are kept in the corporate project management system.

Gabriel Luiz Baldini Michigami
Chemical Process Engineer

EVOLUTION WITH RESPONSIBILITY

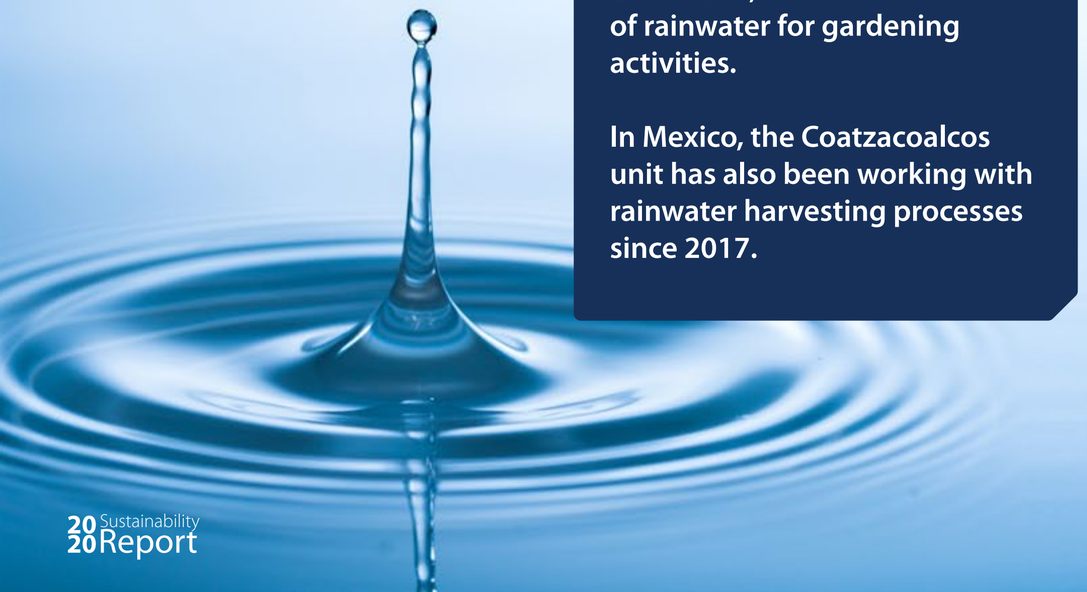
Oxiteno believes that the answers to mankind's challenges involve chemistry. And this belief is also shared with and applied to all operations and processes developed by the company. Building a more sustainable future also involves the way the company thinks, plans, and produces.

With the structuring of its Sustainability Plan in 2019, all of Oxiteno's goals were revised based on the new goals that the company intends to reach by 2030. Thus, the use of water and energy, the treatment of waste and effluents, and the levels of greenhouse gas emissions are closely monitored by specialized teams in all regions, who are always looking for innovative ways to reduce Oxiteno's consumption levels and working to mitigate and avoid any type of impact.

WATER EFFICIENCY AND EFFLUENT TREATMENT

103.2, 103-3: WATER, EFFLUENTS, AND WASTE

At Oxiteno, water is used as a raw material in some products and production processes. Processes using water include heating, cooling, and steam generation systems. Consequently, the company always looks for opportunities to increase the use of reclaimed water, as well as to reduce water consumption. Among the company's goals for 2030 are to double the consumption of reclaimed water in production units and reduce overall water consumption by 10%. A highlight is the Mauá (SP) unit, where 96% of the water withdrawn is reclaimed water from the Aquapolo project.



In 2020, Oxiteno received recognition at the management level for the Water Security theme at CDP.

At the Camaçari unit (Oleoquímica), Oxiteno has had a project since 2014 for the reuse of rainwater. In 2020, this initiative was also taken to the EMCA unit, with the collection of rainwater for gardening activities.

In Mexico, the Coatzacoalcos unit has also been working with rainwater harvesting processes since 2017.

It is important to point out that Oxiteno buys water only from qualified suppliers, which guarantees reliability in the supply chain, better prices, competitiveness with suppliers, and the development of customized suppliers. In 2021, the company will expand its studies to regions under water stress and identify the potential risks for prioritizing actions to manage this resource.

Water withdrawal (in thousand liters)

303-3

	2018	2019	2020
Total water withdrawn	**5,340,250.16**	**5,290,975.03**	**5,677,100.95**
Surface water	13,530.29	8,725.58	23,160.11
Groundwater	156,254.00	189,521.83	181,799.00
Water from third parties	5,170,465.87	5,092,727.61	5,472,141.84
Withdrawal in areas of water stress	**76,096.49**	**85,471.43**	**78,355.01**
Groundwater	52,776.00	60,816.00	56,176.00
Water from third parties	23,320.49	24,655.43	22,179.01

Water consumption* (thousand liters)

303-5

In 2020, the relative water consumption was 4.19 m3/ t, a slight increase compared with 2019 (4.10 m3/ t). The increase stems from the company's production increase in 2020 and the inclusion of data from the Pasadena unit. In order to improve these numbers, projects are already underway to increase the use of reclaimed water.

	2018	2019	2020
Total consumption	3,178,220.60	3,130,185.20	3,361,304.12
Consumption in areas of water stress	57,609.50	64,431.40	61,234.01

In terms of disposal, all parameters are monitored and reported monthly by the facilities. All effluents generated in chemical processes are monitored for the volume and standards of discharge, thereby ensuring compliance with the legislation in force. The reports are sent to environmental agencies. In 2020, the company continued to revitalize the effluent systems of its industrial units in order to prevent spills in soil and groundwater. The project is phased and is scheduled for completion by 2022.

The standards for discharge comply with the applicable legislation in each region, in addition to specific norms when required by operating licenses for the units. All Oxiteno products have documentation in the form of safety data sheets (SDS), containing the product composition and applicable risk classifications, in addition to physical and chemical information. Every new product undergoes an environmental assessment process conducted by the manufacturing unit. In this process, the effluent is also studied in order to evaluate the effluent treatment plant's capacity to treat it and to ensure that its final discharge is approved by the environmental agency. The increase in the discharge of effluents is associated with the increase in production, which impacted water withdrawal and final consumption.

Water discharge (thousand liters)

303-4

	2018	2019	2020
Surface water	468,913.58	574,049.78	595,966.83
Water from third parties	1,693,116.00	1,586,740.00	1,719,830.00
Total water discharged	2,162,029.58	2,160,789.78	2,323,010.83
Total water discharged in areas of water stress	18,487	21,040	17,121

ENERGY EFFICIENCY

103,2, 103-3: ENERGY

Oxiteno monitors energy consumption of all industrial units. The goal is to reduce energy consumption by 10% per ton produced, based on 2019 values. The company continuously invests in improving process performance by highlighting the steam network, boilers, kilns, and turbines and seeks to reduce consumption and use cleaner energy sources whenever possible.

Most units consume natural gas in their boilers; however, some units also use tail gases from other production processes, hydrogen, and alcohols as energy sources for steam generation. It is important to highlight that in 2019, the new energy substation of the Camaçari unit (BA) began operations. In addition to improving the plant's energy efficiency, it generates income by allowing the company to expand its operation to the Free Energy Market, with estimated savings of R$12 million/year.

Energy consumption (GJ)

302-1

	2018	2019	2020
Fuels from non-renewable sources	5,140,637	5,256,184	5,340,727
Fuels from renewable sources	3,137	1,930	454
Energy consumption	2,947,101	2,705,466	2,801,919
Eletricity	956,148	1,043,688	1,118,351
Vapor	1,972,895	1,659,086	1,683,568
Self-generation	18,058	2,692	0
Total of energy consumption	**8,090,875**	**7,963,580**	**8,143,100**

Data from the unit in Venezuela were not considered in 2018 and 2019, since the unit was sold in October 2019. For the Pasadena unit (U.S.), it will be the first year that this indicator will be reported in Oxiteno's sustainability report, including data for 2019 and 2020 in the table above.

Energy intensity (GJ)

302-3

	2018	2019	2020
Energy consumption within the organization	8,090,875	7,963,580	8,143,100
Denominator (T)	1,293,020	1,262,500	1,325,867
Energy intensity	6,257,342	6,307,784	6,144,569

Energy consumption efficiency (GJ)

302-4

	2018	2019	2020
Energy reductions directly resulting from improvements in conservation and efficiency	-1,058,772	-127,294,003	179,520

EMISSIONS

103-2, 103-3: AIR EMISSIONS

Among the company's goals contained in the Sustainability Plan is a 25% reduction in the amount of emissions per ton produced, using 2008 as the baseline, and encompassing Scopes 1 and 2 emissions. Since 2008, the company has been monitoring its operations according to the Monitoring and Reduction of Greenhouse Gases (GHG) program. The data collected is part of an inventory prepared in accordance with ISO 14064-1 and undergoes independent external assurance.

Oxiteno's main sources of emissions are associated with steam generation, ethylene oxide production, and electricity consumption. In 2020, an overall increase of 1% in direct emissions was recorded compared with the previous year. This result stems from a 5% growth in Oxiteno's total production.

GHG EMISSIONS (tCO_2e)	2018	2019	2020
Direct (Scope 1) emissions	425,334.29	417,755.72	430,372.63*
Biogenic CO_2 emissions	234.07	146.38	33.82

The gases included are: CO_2, CH4, and N_2O; refrigerant gases are calculated in the CO_2eq.
**Increase caused by higher production volume in 2020.*

305-1

GHG EMISSIONS (tCO_2e)	2018	2019	2020
Indirect (Scope 2) emissions resulting from the purchase of energy	183,537.72	136,841.84	137,138.22

To calculate this number, Location Based and Market Based emissions are considered under Scope 2 emissions.

305-2

Oxiteno's overall GHG emissions intensity in 2020 in Scopes 1 and 2 was 0.43 tCO_2e/t, compared with 0.45 tCO_2e/t in 2019. Emission reductions reached 0.39 tCO_2e/t in 2020, compared with 0.40 tCO_2e/t in 2019 When evaluating Scope 1 emissions alone, we can also see a small reduction – 0.33 tCO_2e/t in 2020 and 0.34 tCO_2e/t in 2019.

305-4, 305-5

To reduce emissions to the environment from the production of ethylene oxide, tail gases produced are sold and reused as raw materials in other production processes. In 2020, the Camaçari (BA) unit transferred a total of 46,320 tons of CO_2 to White Martins, thus avoiding the consumption of new inputs (such as energy) in its production. At the Mauá unit, this same sales model was resumed in September 2020 through a partnership with Air Liquide, totaling 2,150.20 tons.

INNOVATION THAT DOES GOOD

Advanced Process Control (APC) is software connected in real time to the industrial control system. The software reads process data, determines the condition of greatest stability/efficiency, and returns commands. Oxiteno uses APC to improve the chemical reactions in the reactor and reduce consumption of steam in the purification stages, which reduces the consumption of steam generated by burning natural/tail gas or gas acquired from third parties. Therefore, its use directly contributes to reducing greenhouse gas generation and its operating costs.

305-5

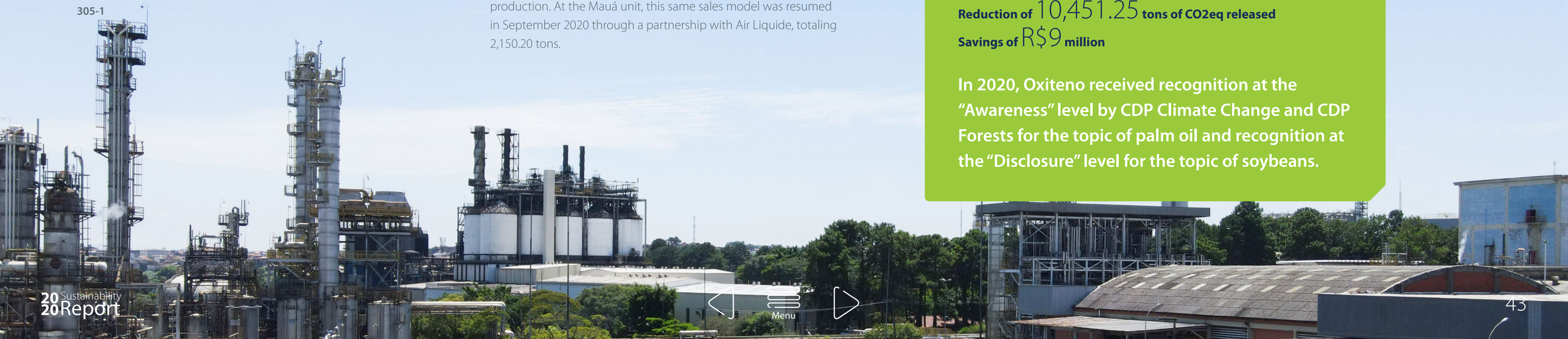
RESULTS FROM 2019 TO 2020

Reduction of 57,113.14 tons of steam consumed

Reduction of 10,451.25 tons of CO2eq released

Savings of R$9 million

In 2020, Oxiteno received recognition at the "Awareness" level by CDP Climate Change and CDP Forests for the topic of palm oil and recognition at the "Disclosure" level for the topic of soybeans.



WASTE MANAGEMENT

306-1, 103-2, 103-3: EFFLUENTS AND WASTE

The goal established by the Strategic Sustainability Plan is have zero industrial waste sent to landfills by 2030 and reduce the total volume of waste generated by 10% through the application of circular economy principles (baseline year 2019). To accomplish this, Oxiteno has procedures in place applicable to the products, processes, projects, services, and activities in its operations.

All waste is stored at appropriate sites and undergoes a classification process before being sent for disposal.

In partnership with Associação Ecológica dos Recicladores da Ponte Seca (AECO), Oxiteno has been collecting and recycling waste and scrap from the Triunfo (RS) unit since 2018. A total of 21 product families are linked to the association; between 2018 and 2020, nearly 77.71 tons of materials have been collected and recycled.

Waste management (t)	Waste generated	Wastes not sent for final disposal	Wastes sent for final disposal
HAZARDOUS WASTE			
Incineration	91.02		91.05
Recycling	135.32	148.25	
Co-processing	4,302.72		4,548.38
Recovery	851.66	850.89	
Landfill	1,480.00		1,488.27
Other	225.71		223,62
Total hazardous waste	**7,086.43**	**999.14**	**6,351.32**
NON-HAZARDOUS WASTE			
Incineration	386.87		386.87
Recycling	1,573.85	1,573.85	
Co-processing	1,300.85		1,301.12
Recovery	164.32	173.92	
Landfill	2,255.89		2,255.89
Other	1,702.43		1,709.27
Total non-hazardous waste	**7,384.21**	**1,747.77**	**5,653.15**
Total	**14,470.64**	**2,746.91**	**12,004.47**

306-3, 306-4, 306-5

ATTENTION TO THE CIRCULAR ECONOMY

In 2020, the company created processes for reusing waste using a circular economy approach. Several areas were involved in redirecting volumes of waste through a plan for reprocessing and proper destination.

To take this matter to employees, the Innovation area organized a two-day workshop with several internal areas, the first of which focused on disseminating knowledge through lectures by BASF and the startup Boomera. In the second workshop, a brainstorming session was held using the Design Thinking methodology to stimulate creativity in packaging and logistics. As a result, the workshop generated more than 40 ideas that are being developed into two plans for initiatives led by the Logistics and Packaging areas throughout 2021.

CIRCULAR ECONOMY IN PACKAGING

Using the circular economy approach for prospecting, evaluating, and hiring new packaging suppliers, Oxiteno developed a purchase and sales project that considers two pillars:

-Sales: sell the packaging from the consumption of raw materials and internal transfer between plants for a more competitive price, preferably to manufacturers who currently serve the company with new packaging, ensuring a circular economy cycle to increase the life cycle of these packages and reduce the environmental impact.

-Purchase: to develop new suppliers of approved recovered packaging as containers for industrial waste and by-products.

The entire process included approval audits based on ISO 9001 and 14001 standards. The audits were carried out by the Environmental area, together with Procurement. Only companies approved through the audit were hired. The project is 89% implemented, but has already shown significant gains in 2020, with financial savings of R$463,008.57.

WAY BEYOND CHEMISTRY

Bianca Mishitokukado
Chemical Process Operator

Employees

103-2, 103-3: WORKFORCE APPRECIATION

People are essential to Oxiteno. Each professional, with their competence and commitment, plays a key role in maintaining Oxiteno as a leader insustainability, innovation, and quality in the chemical sector. With a team of 1,852 employees, the company's main focus in 2020 was to ensure the health and safety of people, especially in relation to actions to prevent the COVID-19.

102-7, 102-8

All production units have adopted strict health and safety protocols, in addition to keeping people in risk groups away from operations. In the offices, a virtual work policy that had already been implemented was quickly expanded, placing employees in home offices with the equipment and technology for remote operations.

In a year marked by so many challenges, management of the organizational culture and its associated actions were critical for the growth and sustainability of the business. So in 2020, even with social distancing, Oxiteno started the global internal communication campaign "Nossa Fórmula Faz Bem" (Our Formula Does Good), bringing together the concepts of purpose, values, strategy, culture, and brand defenses in order to explain the company's performance, role, goals, and initiatives to employees.

The campaign focused primarily on enhancing a sense of belonging, pride, and connection with the company's purpose of "contributing to the well-being of people through chemistry" and on clarifying myths and facts about chemicals, reinforcing the brand's values through videos, hot sites, cases, and materials focused on the company's segments of operation. In a satisfaction survey conducted at the end of the year, 80% of employees stated that the campaign helped reinforce the essentiality of chemistry and the benefits of Oxiteno's work for society.

ACTIONS TO HIGHLIGHT IN 2020

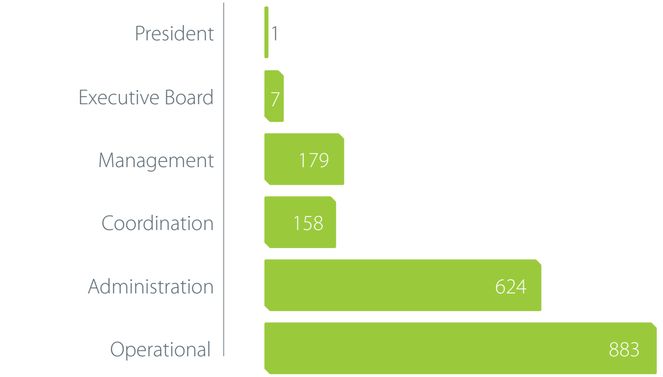
- Repositioning of Organizational Skills.
- Revitalization of Institutional Onboarding.
- Launch of the Leader Check-in (exclusive onboarding for leaders).
- Internal selection process for Young Innovators in SDGs.
- Learning trails to train employees in the disciplines of customer focus, innovation and development of installed and future skills, and high-performance teams.
- Formation of the Quality of Life Committee.
- Health Screening of all employees in Brazil.
- Definition of new programs and initiatives for implementation in 2021 based on the results of the Health Screening.
- Creation of the Ergonomics E-book for all regions.
- Online pilates, yoga, meditation, and mindfulness classes.
- Implementation of the Program for Pregnant Women.
- Live streaming sessions on physical, emotional, and financial health.
- Implementation of the Employee Assistance Program – EAP.
- Campaign to communicate and engage people with our purpose, with the motto #NossaFórmulaFazBem (#OurFormulaDoesGood).
- Hiring of autistic people by the IT team. The project—called Neurodiversidade (Neurodiversity)—is an extension of the program for hiring minorities.
- Conducting a quality of life survey with employees to understand employee profiles and define actions. The survey had a 70% participation rate.
- Registration in September for the "Química total com você" ("Total Chemistry with You") program, the 2021 internship and trainee selection process for the recruitment of young applicants in São Paulo, Bahia, and Rio Grande do Sul.

EMPLOYEE PROFILES[6]

102-8

Total number of employees by employment category

Employment category[7]



Total
1,852
employees

Total number of employees by gender

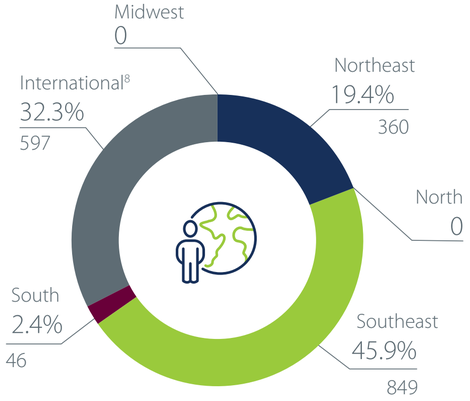
546

29.5%

1,306

70.5%

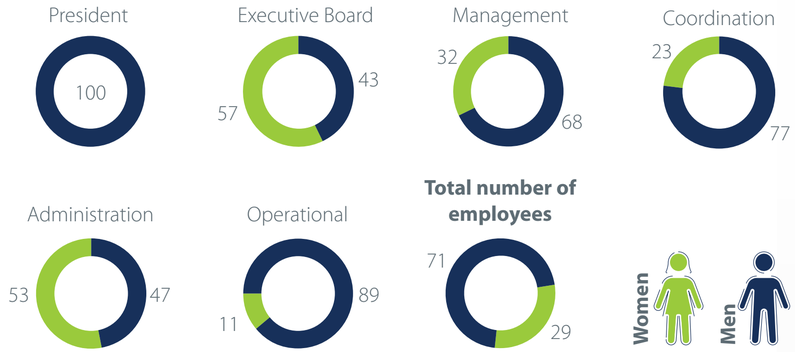
Total number of employees by region



(6) Oxiteno does not have part-time or temporary employees.
(7) Oxiteno has 13 apprentices and 119 interns.
(8) Refers to the units in Mexico, United States, Uruguay, and offices in Argentina, Colombia, Belgium, and China.

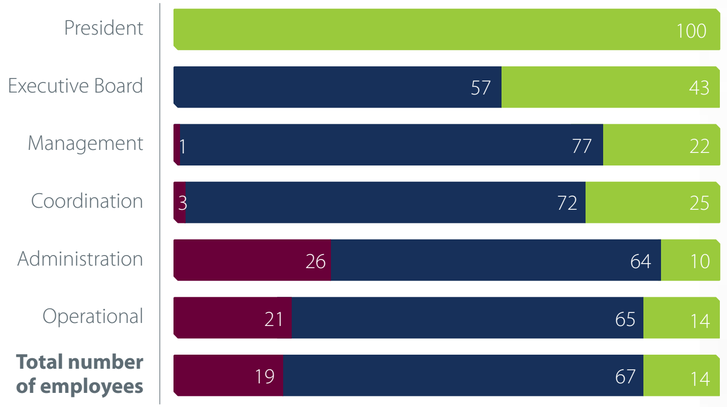
GENDER DIVERSITY (%)

405-1



DIVERSITY BY AGE GROUP (%)

405-1



NEW HIRES AND TURNOVER

401-1

One of the highlights of the year was the internal recruitment program that reached a record of 48% of open positions filled by internal talent. In addition, nearly 7,000 people signed up for the 2021 trainee program, which had 5 openings for specific engineering training.

Another important project was Neurodiversidade, a partnership with the specialized consultancy Specialisterne for the development and hiring of autistic professionals. So far, the pilot project has hired two professionals as service providers, with the possibility of expanding to other areas.

Oxiteno also has an IT talent program in place, in partnership with ShareRH, to attract and develop new talent. In 2020, 30 candidates were selected to receive basic training in Java.

	Hires	% hires	% turnover
By gender			
Men	96	7.4%	11.3%
Women	69	12.6%	18.1%
By Region/Country			
Brazil	125	10.0%	9.3%
Mexico	26	7.5%	9%
Uruguay	0	0.0%	5.8%
United States	12	9.7%	7,3%
Offices	4	16,7%	12,5%
Total	**165**	**8.9%**	**13.3%**
By age group			
29 or under	76	20.6%	26.2%
30 to 50	74	6.0%	9.6%
Over 50	3	1.2%	7.7%
Total	**165**	**8.9%**	**13.3%**

DIVERSITY AND INCLUSION

Oxiteno believes in the strength of a diverse team and has been working to build an increasingly inclusive and diverse work environment. Despite the restrictions caused by the pandemic, this journey gained momentum in 2020 with the development of several actions related to the topic:

- Diversity & Inclusion (D&I) Diagnostic, with the analysis of documents, policies, and interviews.
- Development of Senior Management.
- Formation of the D&I committee composed of employees from different departments to discuss and learn about the topic.
- Providing guidelines for Human Resources and the Internal and External Communication areas to implement this program.
- Raising awareness among all leaders and employees with the launch of two e-learning courses, live streaming videos, and lectures.

This effort led to the creation of TOGETHER – Oxiteno's Diversity & Inclusion program – which encourages all company professionals to promote diversity of opinions and thoughts. The challenges are enormous, but several programs have already been initiated, such as the inclusion of autistic personnel on the IT team, the opening of breastfeeding rooms for employees who have become mothers, and the encouragement of diversity in the dress code through the "Chemistry of Styles."

In 2020, nearly

29.5% **of Oxiteno's workforce consisted of women.**

At the management level, they represent

57%

In international offices, they represent

63%

DIVERSITY BY RACE AND ETHNICITY (%)

405-1

	Black	Pardo*	White	Asian	Indigenous
President	0	0	100	0	0
Executive Board	0	0	100	0	0
Management	2	1	96	1	0
Coordination	0	11	85	4	0
Administration	4	8	86	2	0
Operational	12	22	65	1	0
Total number of employees	**8**	**14**	**77**	**1**	**0**

SEAL OF ETHNIC-RACIAL DIVERSITY

In December 2020, Oxiteno received the seal of Ethnic-Racial Diversity from the Salvador City Authorities in the 'Commitment' category, offered to organizations that are signatories to the Pact for the Appreciation of Ethnic-Racial Diversity and who are committed to creating mechanisms for valuing and promoting diversity in people management policies and in combating racial discrimination in the workplace.

Selo da DIVERSIDADE étnico-racial Prefeitura de Salvador

PEOPLE WITH DISABILITIES (%)

405-1

WAGE RATIO BETWEEN MEN AND WOMEN

405-2

	2018		2019		2020	
	Men	Women	Men	Women	Men	Women
President	100%	-	100%	-	100%	-
Executive Board					100%	97%
Management	100%	93%	100%	90%	100%	95%
Coordination	100%	92%	100%	101%	100%	102%
Administration	100%	88%	100%	84%	100%	82%
Operational	100%	107%	100%	104%	100%	104%
Total number of employees	**878**	**376**	**867**	**381**	**869**	**385**

CAREER & SUCCESSION

In line with the holding company's strategy, the executives undergo a substantial annual evaluation process using tools to determine skills, goals, and potential to inform career and succession discussions, aiming to ensure business continuity through a more prepared and planned management process. These plans support development, retention, recognition, and career actions that escalate according to each plan established.

In 2020, this people management process guaranteed 91% readiness for openings for senior managers and conceptually strengthened individual development plans, which resulted in better quality hiring for the type of action. There were more than 200 career moves/promotions in this period, which shows that Oxiteno works to retain its greatest asset: people.

GLOBAL PERFORMANCE AND CAREER CYCLE

With well-prepared executive leaders, the company has the opportunity to move forward with a global talent management process. Supported by the new model of organizational skills, an evaluation process was put together, called Performance and Career Cycle, where the main premises were process integration, global vision, and simplicity with quality. The cycle was implemented in eight countries for more than 80% of Oxiteno's employees at all company levels. Through this process, we believe that we can drive our development, achieve sustainable performance, and plan and develop readiness for long term employer-employee relationships.

CHANNELS THAT BRING PEOPLE TOGETHER

In order to keep employees connected, engaged, and informed, communication channels were created to help people get through the pandemic, such as OxiCast, Oxiteno's podcast, and live streaming videos with senior leadership. Oxiteno used the What's Next channel to provide a live streaming event presented by the Executive Executive Board every three months to all professionals, sharing the main achievements and results of the business. By using this existing channel, the company maintained a connection between senior leaders and professionals, while maintaining clear and transparent communication and providing the opportunity for everyone to ask questions that were answered in real time.

EVOLUTION IN ECOVADIS

From several actions focused and implemented in the last two years – among quality of life projects, flexibility in the workday, diversity and inclusion – Oxiteno significantly improved its score in the EcoVadis labor practices and human rights pillar, reaching 80 points. The objective of the methodology is to assess the quality of the Corporate Social Responsibility Assessment management system through its policies, implementation measures and results.

TRAINING AND CAPACITY BUILDING

Oxiteno continuously invests in a challenging environment of ongoing learning that drives the growth and evolution of employees. Not only did the Education System project continue in 2020, but a new learning platform was launched.

OxiEducation – a new education portal that operates through five learning centers (BeOxi, BeLeader, BeCustomer, BeIndustrial, and BeEfficient) – was implemented to address and promote online learning and drove the sharing of knowledge, innovation, and knowledge management. This portal aims to transform learning experiences, helping employees to be responsible for their careers and leverage critical skills for the company's strategy.

To meet the need for training during the pandemic, several distance learning trails were created on topics such as customer focus, innovation, and development of skills based on different learning methodologies, ensuring efficiency and quality.

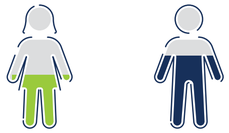
Despite the pandemic, the company maintained an average of 30 training hours per employee, totaling 54,000 hours. In addition, the e-learning portal recorded 25,000 accesses, an increase of more than 200% from the previous year. The total investment was approximately US$ 1 million, broken down into the technical, mandatory, behavioral, and leadership development pillars.

Raul Haremi Brandao Tanaka
Continuous Improvement & Operational Excellence Manager

TRAINING IN 2020 (HOURS/EMPLOYEE)

404-1

By gender



23.6% 32.1%

By employment category

President	Executive Board	Management
0	6,9	28,2

Coordination	Administration	Operational
28,9	24,5	33,9

EXPANDING KNOWLEDGE

To drive the development of internal innovation, the company expanded the use of scholarships such as Inova Talentos, from Instituto Euvaldo Lodi/Confederação Nacional da Indústria in partnership with CNPq (National Council for Scientific and Technological Development). This program provides the support of graduates and individuals with master's and doctoral degrees, to conduct more progressive innovation projects inside and outside the Research & Development area. As a result, we were able to bring new expertise to Oxiteno, refreshing teams and enabling new initiatives.

In a parallel action, several Brazilian universities were approached to leverage a new program launched by CNPq: the MAI/DAI (Academic Master/Doctorate for Innovation). The program requires universities to connect with companies and submit projects for master's and doctoral students. Students will carry out their studies and develop projects to meet the challenges shared by the company.

In this first cycle, Oxiteno joined Universidade Federal da Bahia, Universidade Federal do Rio de Janeiro, PUC-Rio and Universidade Federal do ABC in submissions and approved seven master's and doctoral scholarships to conduct research on the topics of Oil&Gas, HPC, and Crop Solutions.

These partnerships in the open innovation model are extremely important for Oxiteno to develop projects at a lower level of technological maturity (TRL). With universities giving their support and providing guidance to master's and doctoral students, we can develop knowledge and technology projects that would not be possible if we had to rely solely on internal knowledge and structures.

Eduardo Pessoa da Cunha
Security Technician

HEALTH AND SAFETY

103-2, 103-3: HEALTH AND SAFETY

Oxiteno's ambition is to be among the leaders in the chemicals industry in terms of safety, with world-class performance. The company works towards several goals defined in its 2030 strategic plan (baseline 2019) to reduce the Accident Frequency Rate registered by the OSHA (Occupational Safety and Health Administration) and accidents in processes and volume of chemicals spilled.

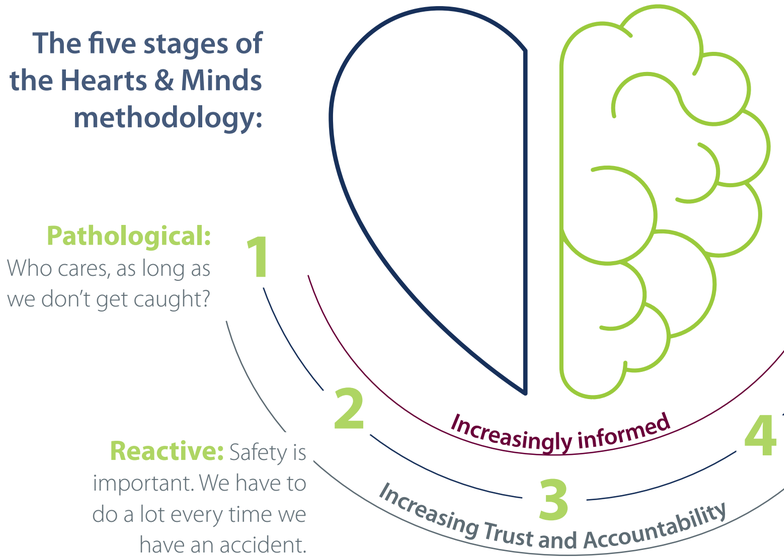
Occupational Health management has been undergoing modifications and improvements in all locations. In 2019, a diagnostic was carried out covering structural, legal, emergency medical care, and health team issues. The goal is to seek more and more standardization of health and wellness practices across Oxiteno's regions, industrial units, and offices. The work is still in progress, due to the impacts of the COVID-19 pandemic during its planning phase. **403-3**

Through the Occupational Health Medical Control Program, periodic health monitoring of Oxiteno's employees is carried out, based on the risk analysis conducted under the Environmental Risk Prevention Program. As part of this program, ergonomic analyses of the tasks are carried out, in which psychosocial risks, work organization risks, and risks related to body movements and postures are analyzed to adapt the work to the worker. The company ensures the quality of these services and standards by complying with applicable standards and legislation, as well as voluntary occupational health certifications, such as OHSAS 18001 (in transition to ISO 45001) and Responsible Care. **403-3**

To ensure the team's understanding and commitment, all employees in the production units participate in daily communication programs and actions on Occupational Health and Safety. These include observational and behavioral approach programs, risk analyses carried out by multidisciplinary teams before executing any task, Safety Dialogues, and Safety Moments. **403-4**

The company has been implementing global initiatives to develop this topic, such as the Global Safety Culture Transformation Plan, which is based on the results of the culture diagnostic conducted between 2018 and 2019[9]. This diagnostic was developed pursuant to the Energy Institute's Hearts & Minds methodology and involves five stages. Oxiteno is currently in the third stage, showing that the company has all the systems necessary to manage safety issues. The goal is to rapidly evolve to reach the next level of maturity.

The five stages of the Hearts & Minds methodology:



Pathological: Who cares, as long as we don't get caught?

Reactive: Safety is important. We have to do a lot every time we have an accident.

Calculator: We have systems in place to manage all risks.

Proactive: Good leadership and safety values guide continuous improvement.

Generative: HSE is how we do business around here.

(9) The diagnostic covers all Mercosul and MAC industrial units, offices in São Paulo and Mexico City, and an R&D laboratory in Mauá (SP).

The following actions were carried out in 2020:

- Created the "Safety Master Plan" (developed to guide and disseminate the organizational competence "Safety first") to structure long-term goals and deliverables for all hierarchical levels and to reinforce the company's structured programs and tools that serve as a basis to maintain and advance our maturity as an HSE culture.
- Trained experts in with various tools such as Behavioral Observation and Approach, Human Factors and Accident Investigation and Analysis, and Management of Consequences. These specialists will assist local HSE teams, providing additional expertise to the safety culture and in implementing the plan-do-check-act (PDCA) for these tools.
- Formed leaders in three behavioral safety topics: Adult Education on Safety, Human Aspects of Safety, and Management of Safety Culture. All leaders in the MAC and Mercosur regions took part in this training, totaling 254 people (from Oxiteno's Executive Board to shift leaders in the facilities). These training courses were adapted to the Distance Learning model, respecting the health protocols related to the prevention of COVID-19.
- Restructured the following global guidelines: Rules that Save Lives & Golden Principle, Consequence Policy, and Management of Unwanted Events in HSE.
- Prepared global manuals containing guidelines for the implementation and standardization of behavioral tools by location, including: Safety Dialogue, Observation and Behavioral Approach, IPV - Prevention and Value Index (Safety Management Program), and InPactum (Safe Behavior Recognition Program).

403-4

In 2020, the company registered its best lost time injury frequency since 2010 (initial monitoring of this indicator), representing the second consecutive year in reducing this index. The TRIR (Total Recordable Incident Rate), which has increasingly been used as a guide for efforts and subsequent reduction of accidents at the company, closed the year slightly above the number for 2019, but with a significant reduction in the severity of the incidents. In 2019, there were a total of 454 lost, compared to 2020 (127 days), which represents a reduction of approximately 200%.[10]

(10) This calculation adds the number of days of leave of every injured employee. In other words, if two people were on leave for 90 days, the total calculation of the index would be 180 days. So it is possible for the sum to be greater than the number of days in a year.

	2018	2019	2020
Employees			
Total number of hours worked	3,833,555.0	3,715,857.0	3,558,326.0
Fatalities resulting from occupational accidents (total)	0	0	0
Fatalities resulting from occupational accidents (rate)	0.00	0.00	0.00
Occupational accidents with severe consequences (total) - does not include fatalities (Lost Time Incident)	9	8	5
Occupational accidents with severe consequences (rate) - does not include fatalities (Lost Time Incident Rate - LTIR)	2.35	2.15	1.40
Occupational accidents with mandatory reporting (total) - does not include fatalities (OSHA Recordables ex-LTI)	N/A	2	5
Occupational accidents with mandatory reporting (rate) - does not include fatalities	N/A	0.54	1.40
Number of workers (performing activities or working in locations controlled by the organization) (Contractors + Interns)			
Total number of hours worked	3,262,281.0	3,402,093.0	3,306,966.0
Fatalities resulting from occupational accidents (total)	0	0	0
Fatalities resulting from occupational accidents (rate)	0.00	0.00	0.00
Occupational accidents with severe consequences (total) - does not include fatalities	3	3	3
Occupational accidents with severe consequences (rate) - does not include fatalities	0.92	0.88	0.91
Occupational accidents with mandatory reporting (total) - does not include fatalities	N/A	4	6
Occupational accidents with mandatory reporting (rate) - does not include fatalities	N/A	1.18	1.81

Rates were calculated based on 1,000,000 hours worked.

In 10 years, Oxiteno reduced its lost time accident rate from

2.50 to 1.17

PROCESS SAFETY

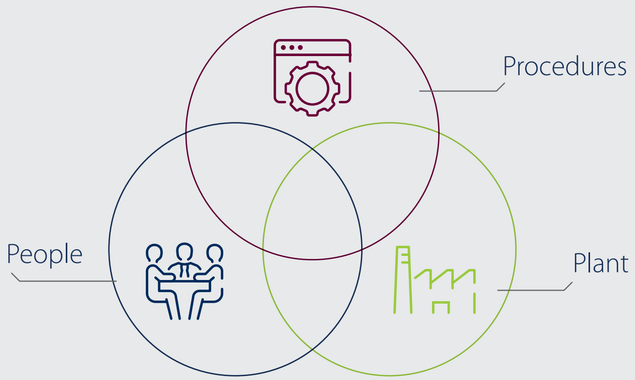
416-1, 103-2, 103-3: process safety

For Oxiteno, process safety is a value and a pillar of support for operational excellence. Within the common Health, Safety, and Environment platform, this management system focuses on identifying and controlling risks for people, the environment, assets, and the company's reputation.

As a best practice, the management model has four pillars that focus on our commitment to process safety, recognition and understanding of hazards and risks, risk management, and learning from experiences.

Leaders have a critical role in utilizing this model across the team, and for that reason, they rely on a PSM (Process Safety Management) model – or the 3Ps of process safety management.

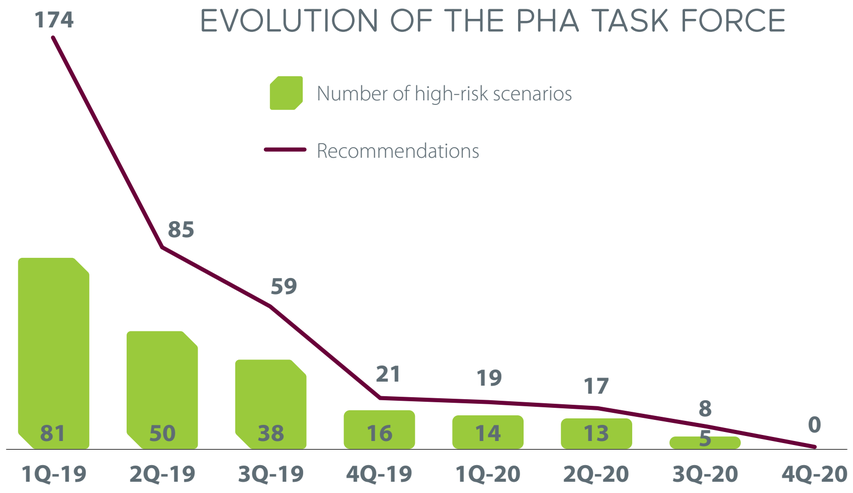
In addition, the company believes that the involvement of all hierarchical levels is essential in the search for behaviors that lead to an increasingly safe process. For this reason, leading by example is fundamental, as well as continuous learning, creating relationships of trust, and the solidification of a safe attitude, without exceptions.



Process Hazard Analysis (PHA)

In 2020, Oxiteno also revised its Global Standard for Risk Assessment Studies, with a focus on aligning global practices and standards in the chemical and petrochemical industry. The second assessment cycle at the Suzano (SP) unit was completed without identifying scenarios of high, moderate, or low risk. This shows the progress of the unit in dealing with the high-risk scenarios identified in the first cycle through the effectiveness of the recommendations implemented as actual factors for risk reduction.

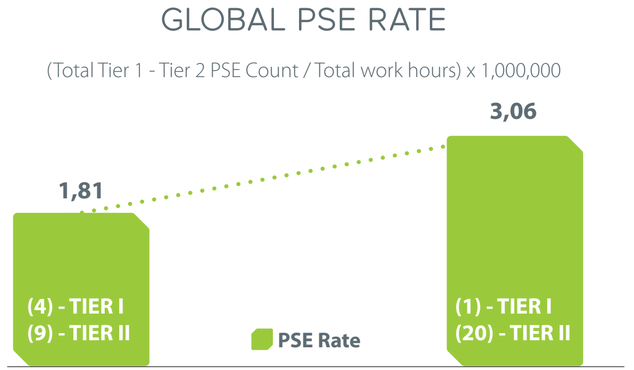
Due to the crisis brought about by the pandemic and the cancellation of all corporate travel, the risk analysis studies at the Uruguay unit, also scheduled for 2020 based on the five-year PHR, were postponed until the first quarter of 2021 and are scheduled to begin. Due to the pandemic, the risk analysis will be performed remotely. In 2021, Oxiteno will begin the 3rd Global PHA Cycle of its industrial units, starting at the Tremembé (SP) and Mauá (SP) facilities.



Process Safety Events (PSE)

In 2020, Oxiteno obtained a global process safety event rate (PSE rate) of 3.06 for the occurrence of 1 Tier 1 accident and 20 Tier 2 accidents, all related to loss of primary containment of raw materials or finished product. The increase in the absolute number is directly related to Oxiteno tightening its Global Reporting Standard for reporting, classifying, and investigating incidents/accidents and further applied world-class methodologies. The change in criteria offered an in-depth view of physical-chemical criteria such as toxicity, flammability, and corrosiveness for the classification of events related to loss of primary containment (LOPC).

It is important to note that none of the Tier 1 and Tier 2 events that occurred were related to fire outbreaks/explosions, requiring the activation of emergencies and/or evacuation plans, or impact on people (none of the 21 events generated restricted work, medical leave, or treatment) or the environment. All LOPCs (Loss of Primary Containment) were internally contained without any additional off-site impact.



COMMUNITIES

413-1, 103-2, 103-3: COMMUNITIES

Oxiteno believes that having a transparent and respectful relationship with the neighboring communities is imperative for maintaining operations and social commitment. Only then, with local sustainable development, is it possible to ensure the continuity of the business and truly take well-being to people through chemistry.

The Sustainability area has an internal methodology that helps identify the main social risks across the value chain, understand the severity and likelihood of occurrence, and establish plans of action for those topics classified as high risk.

In Brazil, the company has in place, in all locations, the Community Advisory Councils (CCC), an initiative led by the chemicals industries intended to enhance the communication channels between the company and the community, in dealing with Environmental, Health and Safety aspects, and to strengthen the relationship between both parties.

The CCC consists of members of the surrounding community, representatives of local trade, schools, health sector, and public agencies (civil defense, environment). Council meetings are held periodically, where the main demands of the community are discussed. Due to the pandemic, the 2020 meetings were held virtually, and Oxiteno helped its neighboring areas by donating hygiene and cleaning materials and personal protection items to hospitals and communities.

Over the past three years, Oxiteno has been increased participation in social projects in surrounding communities and invested in projects that focus on education. In addition, the company prioritizes social projects through an internal committee that evaluates requests for sponsorships, donations, and investments. The funds are allocated responsibly and according to the needs of the communities, following the company's social strategy.

In 2020, however, the pandemic and social distancing protocols required that adjustments be made. Thus, efforts were concentrated on the Baú das Artes project, which resulted from a partnership with the institution Evoluir and the Boards of Education of the cities where the company operates. For the third consecutive year, Oxiteno helped distribute complementary educational resources to public schools in the five communities neighboring its plants in Brazil. The collection has more than 300 items, including children's books, educational games, toys, costumes, and musical instruments. In addition, the initiative trains teachers to make the connection between the materials and the National School Curriculum Parameters. During the pandemic, due to social distancing, the project trained teachers remotely.

BAÚ DAS ARTES IN 2020

26,000+ students benefited

298 teachers trained

24 schools served

GOALS FOR 2021

- Launch and implement the Social Responsibility Strategy and the Volunteer Program.
- Coordinate a project involving small producers of renewable raw materials in partnership with Procurement and Innovation.
- Strengthen social actions in the regions.

LEARN ABOUT BAÚ DAS ARTES

- The Baú das Artes project trained teachers from the public school system to help students develop manual and emotional skills, forms of expression, creativity, and socialization. The project reached more than 8,000 elementary school children between the ages of 5 and 10.
- It is organized based on the National School Curriculum Parameters, established by the Ministry of Education (MEC) Included were topics such as the Environment, Work and Consumption, Sexuality, Ethics, Health, and Cultural Diversity.
- Due to the coronavirus pandemic, the project had to be adapted and Oxiteno helped train teachers remotely. The first stage of the activities, previously done in person, started at the beginning of the second half of 2020 with the virtual training of teachers.
- The project is divided into five main stages: technological reception, donation of the collection, training of teachers, celebration and certification of participants, and evaluation.

SUPPLIERS

102-9, 103-2, 103-3: SUPPLY CHAIN

As an essential part of the value chain, Oxiteno maintains a respectful and transparent relationship with its suppliers. It is supported by the Procurement area, which plays a strategic role by being responsible for obtaining raw materials, packaging, and utilities for all industrial units and contracting services for industrialization, logistics, tanking, and inventories.

In addition, the company follows Grupo Ultra's Corporate Policies and the company's Technical and Commercial Guidelines, following a scope of action and processes such as:

- Development of procurement plans and mapping of capacities and global trends.
- Definition and implementation of purchasing strategies.
- Purchasing in line with the company's strategy.
- Contract management and relationships with business partners.
- Monitoring market trends.
- Recording and reporting on price trends and market shifts.
- Management of the Supplier Monitoring Program in the value chain.
- Internal and external audits.
- Definition of Policies and Procedures to support the supplier program.
- Handling of complaints involving the value chain.

SUPPLY CHAIN

102-9

615
suppliers

37%
Basic Petrochemicals

22%
Renewable Co-products

20%
Utilities

15%
Petrochemical Co-products

6%
Packaging

PROPORTION OF SPENDING ON LOCAL SUPPLIERS (%)

204-1

	Brazil		Mexico		United States		Uruguay	
	Domestic	**Foreign**	**Domestic**	**Foreign**	**Domestic**	**Foreign**	**Domestic**	**Foreign**
2018	80	20	68	32	33	67	19	81
2019	77	23	71	29	72	28	39	61
2020	75	25	70	30	54	46	10	90

All suppliers located in the same country as the corresponding industrial unit are considered "local" suppliers.

In 2020, there was a decrease in the volume of purchases from local suppliers due to the pandemic, which required the purchase of imported raw materials to supply the units.

RESPONSIBILITY

In its operations, Oxiteno uses products from renewable and non-renewable sources. Among the raw materials of renewable origin is Palm Kernel Oil (PKO), the most consumed vegetable oil in the world. Oxiteno, with its Oleochemical unit located in the Camaçari Industrial Complex (BA), is the only company in Brazil that produces fatty acids, fatty alcohols, and glycerin from this input.

The palm oil production chain, including palm kernel oil, also represents social, environmental, and economic challenges. The non-governmental organization Roundtable on Sustainable Palm Oil (RSPO), with its headquarters in Malaysia, develops and implements global standards for the sustainable palm oil chain. Oxiteno is an ordinary member of this NGO, and in support of the causes it protects, established its Responsible Palm Oil Sourcing Policy, which sets out specific requirements for suppliers of this renewable raw material that is so important for its business.

Another important renewable raw material is fusel alcohol, a by-product of sugarcane refineries that is distilled for the production of isopentyl alcohol (also known as isoamyl alcohol) used in fragrances, flavorings, and nail polish removers.

Ethylene is among Oxiteno's most important non-renewable raw materials. It accounts for 33% of the company's spend on raw materials and is used to produce ethylene oxide. Through an alkoxylation process with ethylene oxide, the company produces ethoxylate surfactants, which can be used in several products. The alkoxylation process is done at the units in Mauá and Camaçari (Brazil), Guadalajara and Coatzacoalcos (Mexico), and Pasadena (U.S.).

SOCIAL AND ENVIRONMENTAL CRITERIA

In 2020, the company put in place a new Supplier Relationship Program. The program establishes a way of working that takes into account not only criteria such as price or delivery time, but also important elements such as the relationship between Oxiteno and suppliers, quality, safety, service level, reputational assessment, and sustainability applied across their production chain.

Following this standard, all suppliers must sign a term of commitment that addresses specific issues concerning eradication of child labor, slave labor, discrimination, and labor laws. It is noted that the Supplier Qualification, Approval, and Monitoring Program does not yet include sustainability criteria for selecting and approving suppliers in the Mexico and United States regions.

% OF NEW SUPPLIERS THAT WERE SCREENED USING SOCIAL AND ENVIRONMENTAL CRITERIA

2018	2019	2020
100	100	100

308-1, 414-1

During the year, evaluation metrics were modified compared with previous years, which considered only the response percentage of the Term of Commitment based on SA8000. In 2020, the EcoVadis platform was implemented to assess sustainability throughout the supply chain, and according to the last statement made available in January 2021, the response rate is 53%. The goal set by the Procurement area is to have at least 85% of this base assessed in terms of sustainability criteria.

Leomar Ramos da Silva
Truck Driver

FOCUS ON SUSTAINABILITY GOALS: PARTNERSHIP WITH ECOVADIS

To support the relationship with suppliers committed to social and sustainability requirements, Oxiteno became the first Brazilian chemical company to enter into a partnership with EcoVadis. The company is a global leader in assessing the sustainability of supply chains. The goal is to promote the topic and create stable and lasting business relationships with our partners.

The EcoVadis platform makes it possible to proactively monitor, evaluate, and compare supplier performance on key sustainability issues and develop plans for improvement. The methodology is based on 21 criteria and globally recognized initiatives, including: International Labor Organization (ILO), UN Global Compact, Global Reporting Initiative (GRI), and ISO 26000. The assessments consider the company's size and business and are broken down among the pillars of environment, human and labor rights, ethics, and sustainable procurement. It was launched in the second half of 2020, and by the end of the year, 50% of the suppliers contacted had already undergone evaluation. In the first quarter of 2021, this number reached 57%, with 70% of this total are critical suppliers.

Oxiteno believes that the analysis conducted by EcoVadis will provide valuable information to improve processes and will help the company offer increasingly efficient and sustainable solutions to customers based on a trusted comparison.

SUSTAINABLE LOGISTICS

In 2020, Oxiteno developed a low-code technology system, PortOX, to manage the logistics from the moment a truck arrives at the unit until it leaves the plant. This system replaced Excel and gave the information more visibility and agility. The system is a logistics information hub that connects the interface areas of inbound and outbound logistics processes.

Within the logistics operations, the system allows for actions to support the environment, such as the seal letter, which uses the same vehicle for bulk deliveries without the need for internal washing. In addition, the company optimizes vehicle loads packed on the Camaçari (BA) - São Paulo (SP) long route, taking it from an average of 29 tons to 33 tons. This led to a reduction, as of August 2020, of 88 trips eliminating 130 tons of CO_2 released.

DISTRIBUTORS

In Brazil, the company has five partner distributors that serve

90%

of the companies we do business with.

RANKING ADVANCEMENT

Since 2012, Oxiteno has been evaluated annually by EcoVadis by customers who have already adopted this methodology to assess the sustainability of their supply chains.

In 2020, Oxiteno advanced two categories in the EcoVadis ranking. Today the company is positioned in the Platinum category, the highest in the EcoVadis Sustainability Rating and occupied by only 1% of the companies evaluated. We are the second Brazilian company to reach this position.

ABOUT THE REPORT

Oxiteno is publishing its sustainability report for the sixth consecutive year. This report was prepared in accordance with the GRI Standards: Core option. The material covers the reporting period from January 1 to December 31, 2020 and discloses the main results in a transparent manner, focusing on materiality-related issues, in addition to those defined by the company's stakeholders as having the greatest impact. For the first time, Oxiteno conducted an external assurance audit of the reported information in order to provide greater transparency and credibility to the reporting process.
102-50, 102-52, 102-54, 102-56

This year, the report addresses not only material issues, but also highlights the specific results related to 2020 and the COVID-19 pandemic. Thus, the company chose to continue with the material topics defined in 2018 for the development of this report, which remain relevant and integrate the pillars of the 2030 Strategic Sustainability Plan.
102-40, 102-42, 102-43, 102-44

The process to engage company stakeholders is managed by different areas. The Institutional Relations area follows the dynamics of interactions with representatives of the government and industry associations. The Sustainability area manages the relationship with local communities, while the Procurement area manages the company's supply chain. For the last materiality process, the company's managers and a representative of the group of shareholders were directly involved. They identified the topics considered most impactful and those that are in line with the topics deemed material. In addition, online inquiries were sent to various audiences, totaling 54 questionnaires completed anonymously.

102-46, 102-47, 103-1

Material topic	Internal impact	External impact
Employee health and safety	Yes	No
Process safety	Yes	Yes
Safety of chemicals	Yes	Yes
Energy (thermal and electric)	Yes	Yes
Liquid effluents	Yes	Yes
Waste management	Yes	Yes
Air emissions	Yes	Yes
Ethics, transparency, and integrity	Yes	Yes
Water	Yes	Yes
Supply chain	Yes	Yes
Innovation in portfolio management	Yes	Yes
Sustainable products and solutions for society	Yes	Yes
Appreciation of the workforce	Yes	No
Local communities*	Yes	Yes
Economic performance*	Yes	Yes

**The topics of Local Communities and Economic Performance were considered material by Oxiteno's Senior Management and are also in line with the materiality of Grupo Ultra.*

GRI CONTENT INDEX

102-55

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
General disclosures			
Organizational profile			
GRI 102: General Disclosures 2016	102-1: Name of the organization		13
	102-2: Activities, brands, products, and services		31
	102-3: Location of headquarters		12
	102-4: Location of operations		13
	102-5: Ownership and legal form	Privately-held corporation and part of the multi-business company Ultrapar Participações S.A. (Ultra)	
	102-6: Markets served		13
	102-7: Scale of the organization		13
	102-8: Information on employees and other workers		48
	102-9: Supply chain		57
	102-10: Significant changes to the organization and its supply chain	There were no significant changes in the organization and its supply chain during the year 2020.	
	102-11: Precautionary Principle or approach		26
	102-12: External initiatives		14 e 65
	102-13: Membership of associations		14 e 65
Strategy			
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker		4
	102-15: Key impacts, risks, and opportunities		26
Ethics and Integrity			
GRI 102: General Disclosures 2016	102-16: Values, principles, standards, and norms of behavior		
	102-17: Mechanisms for advice and concerns about ethics		
Governance			
GRI 102: General Disclosures 2016	102-18: Governance structure		

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Stakeholder engagement			
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups		60
	102-41: Collective bargaining agreements	80.1% of employees are covered by collective agreements. Only Brazil, Mexico and Uruguay have collective bargaining agreements (countries considered: Argentina, Brazil, China, Colombia, Belgium, USA, Mexico and Uruguay).	
	102-42: The basis for identifying and selecting stakeholders with whom to engage		60
	102-43: Approach to stakeholder engagement		60
	102-44: Key topics and concerns raised		60
Reporting practices			
GRI 102: General Disclosures 2016	102-45: Entities included in the consolidated financial statements	The information reported includes the performance in Brazil, the most significant operation, but, whenever possible, extends to international units. The financial statements are disclosed by the holding company Ultrapar and cover all units of Oxiteno.	
	102-46: Defining report content and topic Boundaries		60
	102-47: List of material topics		60
	102-48: Restatements of information	Changes were made to the history of environmental indicators as a result of the start-up of Pasadena and the closure of activities in Venezuela. The indicator 406-1 on cases of discrimination was also revised.	
	102-49: Changes in reporting	There were no changes	
	102-50: Reporting period		60
	102-51: Date of most recent report	2019	
	102-52: Reporting cycle	Annual	
	102-53: Contact point for questions regarding the report		67
	102-54: Claims of reporting in accordance with the GRI Standards		60
	102-55: GRI content index		61
	102-56: External assurance	The information reported has not been externally assured.	66

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Material topics			
Economic performance			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		28
	103-3: Evaluation of the management approach		28
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed		29
Procurement practices			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		57
	103-3: Evaluation of the management approach		57
GRI 204: Procurement practices	204-1: Proportion of spending on local suppliers		57
Anti-corruption			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		24
	103-3: Evaluation of the management approach		24
GRI 205: Anti-corruption 2016	205-1: Operations assessed for risks related to corruption		27
	205-2: Communication and training about anti-corruption policies and procedures		27
	205-3 Operations assessed for risks		27

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Environment			
Energy			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		42
	103-3: Evaluation of the management approach		42
GRI 302: Energy 2016	302-1: Energy consumption within the organization		42
	302-3: Energy intensity		42
	302-4: Reduction of energy consumption		42
Water and efluents			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		41
	103-3: Evaluation of the management approa-ch		41
GRI 303: Water 2016	303-3: Water consumption by source		41
	303-4: Total water discharge		41
	303-5: Total water consumption		41
EMISSIONS			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		43
	103-3: Evaluation of the management approach		43
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	Oxiteno's GHG emissions inventory adopts operational control to measure results.	43
	305-2: Energy indirect (Scope 2) GHG emissions	Oxiteno's GHG emissions inventory adopts operational control to measure results.	43
	305-4: GHG emissions intensity		43
	305-5: Reduction of GHG emissions		43
	305-7: NOx, SOx and other significant air emissions		

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Waste			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		44
	103-3: Evaluation of the management approach		44
GRI 306: Waste 2018	306-3: Waste generated		44
	306-4: Wastes not destined for final disposal		44
	306-5: Waste sent to final disposal		44
Supplier environmental assessment			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		58
	103-3: Evaluation of the management approach		58
GRI 308: Supplier environmental assessment	308-1: New suppliers that were screened using environmental criteria		58
Social			
Employment			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		49
	103-3: Evaluation of the management approa-ch		49
GRI 401: Employment 2016	401-1: New employee hires and employee tur-nover		49

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Occupational health and safety			
GRI 103: Management Approach 2018	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		53 e 55
	103-3: Evaluation of the management approach		53 e 55
	403-3: Occupational health services		53
	403-4: Employee participation, consulta-tion and communication regarding occu-pational health and safety		53 e 54
	403-9: Accidents at work		54
Treinamento e educação			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		
	103-3: Evaluation of the management approa-ch		
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee		52
Diversity and equal opportunity			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		
	103-3: Evaluation of the management approa-ch		
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees		48 e 50
	405-2: Proportion of wages between men and		50

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Non-discrimination			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		
	103-3: Evaluation of the management approach		
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	There were no reported cases in the period	
Local communities			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		56
	103-3: Evaluation of the management approach		56
GRI 413: Local Communities 2016	413-1: Operations with local community engagement, impact assessments, and development programs		56
SUPPLIER SOCIAL ASSESSMENT			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		58
	103-3: Evaluation of the management approa-ch		58
GRI 414: Supplier Social Assessment 2016	414-1: New suppliers that were screened using social criteria		58

GRI Standard	Disclosure	Comment	Page
GRI 101: foundation 2016			
Customer health and safety			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		60
	103-2: The management approach and its components		39
	103-3: Evaluation of the management approa-ch		39
GRI 416: Customer Health and Safety 2016	416-1: Incidents of non-compliance concerning the health and safety impacts of products and services		39
Customer Privacy			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary		
	103-2: The management approach and its components		
	103-3: Evaluation of the management approach		
GRI 418: Customer Privacy 2016	418-1: Proven complaints regarding breaches of privacy and loss of customer data	Zero complaints	

102-13 - Membership of associations

BRAZIL
American Chamber of Commerce (AMCHAM Brasil)
Associação Brasileira da Indústria de Higiene Pessoal, Perfumaria e Cosméticos (ABIHPEC)
Associação Brasileira da Indústria Química (ABIQUIM)
Associação Brasileira das Indústrias de Química Fina, Biotecnologia e suas Especialidades (ABIFINA)
Associação Brasileira de Automação (GS1)
Associação Brasileira de Comunicação Empresarial (ABERJE)
Associação Brasileira de Engenharia Química (ABEQ)
Associação Brasileira de Normas Técnicas (ABN)
Associação Brasileira dos Defensivos Genéricos (AENDA)
Associação Brasileira dos Distribuidores de Produtos Químicos e Petroquímicos (ASSOCIQUIM)
Associação Brasileira dos Fabricantes de Tintas (ABRAFATI)
Associação Brasileira Engenharia Automotiva (AEA)
Associação Nacional de Pesquisa e Desenvolvimento das Empresas Inovadoras (ANPEI)
Comitê de Fomento Industrial de Camaçari (COFIC)
Comitê de Fomento Industrial do Polo do Grande ABC (COFIP-ABC)
Comitê de Fomento Industrial do Polo do Rio Grande do Sul (COFIP-RS)
Instituto Brasileiro de Petróleo, Gás e Biocombustíveis (IBP)
Sindicato do Comércio Atacadista, Importador e Exportador de Produtos Químicos e Petroquímicos no Estado de São Paulo (SINCOQUIM)
Sindicato Nacional da Indústria de Componentes para Veículos Automotores (SINDIPEÇAS)
Sindicato das Indústrias de Produtos Químicos (Sinproquim SP)
Sindicato dos Químicos do Rio Grande do Sul (Sindiquim RS)
Sindicado Nacional dos Trabalhadores em Instituições e Fundações Públicas Federais de Pesquisas Estatísticas e Geográficas (Sinpeg BA)

U.S.
American Chemistry Council (ACC)
American Cleaning Institute (ACI)
American Coatings Association (ACA)
Council of Producers & Distributors of Agrotechnology (CPDA)
East Harris County Manufacturers Association (EHCMA)
Household & Commercial Products Association (HPCA)
National Association of Chemical Distributors (NACD)
Personal Care Products Council (PCPC)
MEXICO
Asociación De Industriales De El Salto (AISAC)
Asociación Nacional De Fabricantes De Pinturas y Tintas (ANAFAPYT)
Asociacion Nacional De La Industria Quimica (ANIQ)
Cámara Nacional De La Industria De La Transformación (CANACINTRA)
Instituto Mexicano de Ingenieros Químicos (IMIQ)
Sociedad De Química Comestelógicos De México (SQCM)
URUGUAY
Asociación de Industrias Químicas del Uruguay (ASIQUR)
Unión de Exportadores del Uruguay (UEU)
WORLDWIDE
Asociación Petroquímica y Química Latinoamericana (APLA)
The European Petrochemical Association (EPCA)

EXTERNAL ASSURANCE

102-56

INDEPENDENT ASSURANCE STATEMENT BUREAU VERITAS

INTRODUCTION

Bureau Veritas Certification Brazil (Bureau Veritas) was engaged Oxiteno S.A. Indústria e Comércio (Oxiteno), to conduct an independent assurance of its Sustainability Report for the year 2020 (hereinafter referred to as the Report).

This assessment was conducted by a multidisciplinary staff with expertise in non-financial data.

SCOPE OF WORK

The scope of this verification encompassed the Standard and Principles[1] of the Global Reporting Initiative™GRI for Sustainability Reports, for the period from 1 January to 31 December 2020.

OXITENO AND BUREAU VERITAS RESPONSIBILITIES

The collection, calculation and presentation of the data published in the report are Oxiteno's management sole responsibility. Bureau Veritas is responsible for providing an independent opinion to the Stakeholders, pursuant to the scope of work defined in this statement.

METHODOLOGY

The assurance work covered the following activities:

1. Interviews with the personnel responsible for material issues and Report content;
2. Review of documentary evidence provided by Oxiteno in relation to the reporting period (2020);
3. Verification of performance data relating to the principles that ensure the quality of the information, pursuant to the GRI Standards;
4. Remote verification regarding corporate and operational indicators;
5. Desk review of Oxiteno's stakeholder engagement activities;
6. Evaluation of the method used to define material issues included in the Report, taking into account the sustainability context and the scope of the information published.

The level of verification adopted was Limited, according to the requirements of the ISAE 3000 Standard[2], which were incorporated to the internal assessment protocols of Bureau Veritas.

1 Materiality, Stakeholder Inclusiveness, Sustainability Context, Completeness, Balance, Comparability, Accuracy, Periodicity, Clarity, and Reliability
2International Standard on Assurance Engagements 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information

LIMITATIONS AND EXCLUSIONS

Excluded from the scope of this work was any assessment of information related to:

- Activities outside the defined reporting period;
- Statements of position (expressions of opinion, beliefs, goals, or future intentions) on the part of Oxiteno;
- Accuracy of economic and financial data contained in this Report which has been taken from financial statements verified by independent financial auditors;
- Inventory of Greenhouse Gas (GHG) emissions, verified externally by a independent party;
- Data and information regarding related companies that are not under operational control of Oxiteno;

The following limitations apply for this assurance engagement:

- The principles of Accuracy and Reliability were limited to data samples related to material aspects published within the Report;
- Economic and financial data presented within the report were assessed against the GRI reporting principle of Balance and Completeness.

TECHNICAL REPORT

- Throughout the verification process, we found a reliable system of data collection and consolidation that make up the Report. Those responsible for material issues, who responded to the verification, demonstrated adequate knowledge of the indicators and the report preparation process;
- Oxiteno chose to elaborate the Report based on the material topics defined in 2018. We are of the opinion that the method adopted made it possible to prepare a Report that addresses the main impacts of the company's activities in a balanced way. However, the Report does not fully include information on the definition of its stakeholder groups and the ways of engaging with them (approach and frequency of engagement);
- Oxiteno considers the concept of national scope when calculating the proportion of spending on local suppliers (GRI 204-1), which makes it impossible for the reader to understand whether there are effective actions related to local development, through local purchasing policies;
- The data presented to meet the GRI indicators 302-1, 302-2, 305-2, 305-3 e 305-5 are part of Oxiteno's GHG Emissions Inventory, certified by a third party in 2020, based on NBR ISO 14.064-1 / 07;
- We did not evidence the publication of the NOx, SOx and other significant emissions indicator (GRI 305-7), which, due to the characteristics of a chemical company, is strongly recommended.

RECOMMENDATIONS

- Define and publish the stakeholder groups with which the company seeks engagement to define the report preparation process, as well as the approach and frequency of this engagement (GRI 102-42 and 102-43);
- Demonstrate the effectiveness of the company's local purchasing policy (GRI 204-1), reducing the scope of the concept of local purchasing, currently established at the country level;
- Publish data to meet the NOx, SOx and other significant emissions indicator (GRI 305-7).

CONCLUSION

As a result of our assurance nothing has come to our attention that would indicate that:

- The information presented in the Report is not balanced, consistent and reliable;
- Oxiteno has not established appropriate systems for the collection, aggregation and analysis of quantitative and qualitative data used in the Report;
- The Report does not adhere to the Principles for defining report content and quality of the GRI Standards and does not meet its Core level.

DECLARATION OF INDEPENDENCE AND IMPARTIALITY

Bureau Veritas Certification is an independent professional services firm specializing in Quality, Health, Safety, Socialand Environmental Management, with more than185 years' experience in independent assessment.

Bureau Veritas has a quality management system that is certified by a third party, according to which policies and documented procedures are maintained for the compliance with ethic, professional and legal requirements.

The assessment team has no links with Oxiteno and the assessment is performed independently.

Bureau Veritas implemented and follows a Code of Ethics throughout its business, in order to assure that its staff preserve high ethical, integrity, objectivity, confidentiality and competence/ professional attitude standards in the performance of their activities.

At the end of the assessment, a detailed report was drawn up, ensuring traceability of the process. This Report is kept as a Bureau Veritas management system record.

CONTACT

Bureau Veritas Certification is available for further clarification on www.bureauveritascertification.com.br/faleconosco.asp or by telephone (55 11) 2655-9000.

São Paulo, Brazil, April 2021.

Alexander Vervuurt
Lead Auditor; Assurance Sustainability Reports (ASR)
Bureau Veritas Certification – Brazil

CORPORATE CREDITS

General coordination
Global Sustainability Management (Oxiteno)

General coordination of graphic project
Global External Communication Management (Oxiteno)

Copy, editing, review, and gri consulting
Keyassociados
Daniele Aronque / Pedro Barizon

Translation
Gotcha! Idiomas

Graphic design and layout
Azul Publicidade
Fábio Gallo / Mitico Sasaki / Ricardo Hirano

Photographs
Oxiteno Image Bank
Edson Carvalheiro
Kelly Fuzaro

If there are concerns or questions about this report, contact us by email: sustainability.ox@oxiteno.com
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