

Public  
Summary  
of the

# MANEJO FLORESTAL

2021



Forestry  
Business Unit

# MUCURI

# FOREST MANAGEMENT PLAN

## SUMMARY

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## PROCEEDINGS

Every year, Suzano S.A. prepares its Forest Management Plan for the regions where it operates based on data from the previous year and according to results for monitoring and control or significant changes in forestry operations, responsibilities and socioeconomic or environmental conditions.

### Cover

Ruby-throated hummingbird  
(*Calliphlox amethystina*)

### Images

Suzano's archives



A photograph of a man smiling, wearing a light blue polo shirt and a tan cap with the Suzano logo. He is standing in a nursery filled with young trees. The background shows a large structure with a thatched roof and blue and green umbrellas.

ABOUT THE  
**SUMMARY**



# 01

## ABOUT THE SUMMARY

In this public summary of the Forest Management Plan, Suzano S.A. presents information on the forestry activities of the region, including responsibilities, available resources and strategies used in the adoption of responsible forest management focusing on the sustainable development.

It is a synthesis of the Forest Management Plan based on the main forest certifications: FSC® – Forest Stewardship Council®, FSC-STD-BRA-01-2014 V1-1 PT FSC and NBR 14.789:2012 CERFLOR (Forest Certification). Each system has its own principles and criteria.

Suzano S.A.'s Forest Business Units (FBU) under the scope of the forest certification are licensed under the following codes: FSC-C009927, FSC-C100704, FSC-C110130, FSC-C155943 and FSC-C118283.

In addition to the printed version, the Public Summary of the Forest Management Plan is emailed to the Company's main stakeholders: society, public authorities, neighbors and communities in its areas of operation, in addition to employees and outsourced.

**Have a pleasant reading!**

**Additional information, questions, feedback and suggestions that may arise from this reading should be sent to:**

**[suzanoresponde@suzano.com.br](mailto:suzanoresponde@suzano.com.br)**

Or calling:

**0800 022 1727**



**ABOUT  
SUZANO S.A.**



# 02

## ABOUT SUZANO S.A.

**Suzano is a global reference for the development of sustainable and innovative solutions from renewable sources and is committed to renewing life from the tree.**

World leader in the manufacturing of eucalyptus pulp and one of the major manufacturers of paper in Latin America, Suzano exports to over 100 countries and its products are part of the lives of more than 2 billion people.

With eleven operating plants and the joint operation Veracel, its installed capacity is 10.9 million tons of market pulp and 1.3 million tons of paper per year.

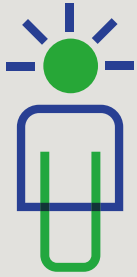
Suzano has approximately 35 thousand direct and indirect collaborators and has been investing in innovative solutions in eucalyptus crops to allow the replacement of fossil fuels by raw materials from renewable sources. The company has the highest degrees of Corporate Governance with B3, in Brazil, and New York Stock Exchange (NYSE), in the USA, stocks where its shares are traded.

We plant and grow trees. We transform this renewable raw material into innovative and sustainable bioproducts that are part of your daily life.



# RENOVO NOVDATE





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People who  
**INSPIRE AND  
TRANSFORM**

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We create  
and share  
**VALUE**

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It's only good  
for us if  
**IT'S GOOD FOR  
THE WORLD**

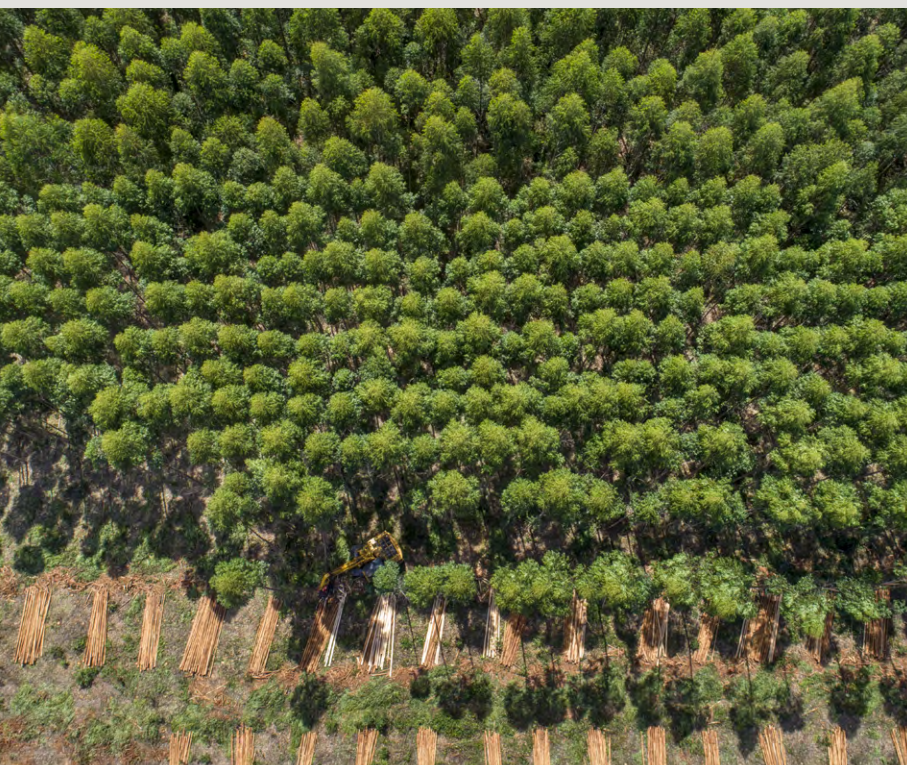
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**Renewing life from the tree. This is our purpose. We need to renew our ways of producing, consuming, distributing value, and relating with nature. Each eucalyptus seedling carries solutions for sustainable and innovative ideas for society.**

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For Suzano, trees are a symbol of renovation. With them, we plant a future of innovation and sustainability. This is what we call INNOVABILITY. We believe that trees are the basis for it and that our crops can generate renewable inputs for several businesses. That's how we evolve more and more.

We operate responsibly based on our expertise in eucalyptus crops. This means that we always use the best management practices in cropping - that is how we contribute for the maintenance of fertility and protection against erosion and degradation.





# 03

## WHERE WE ARE

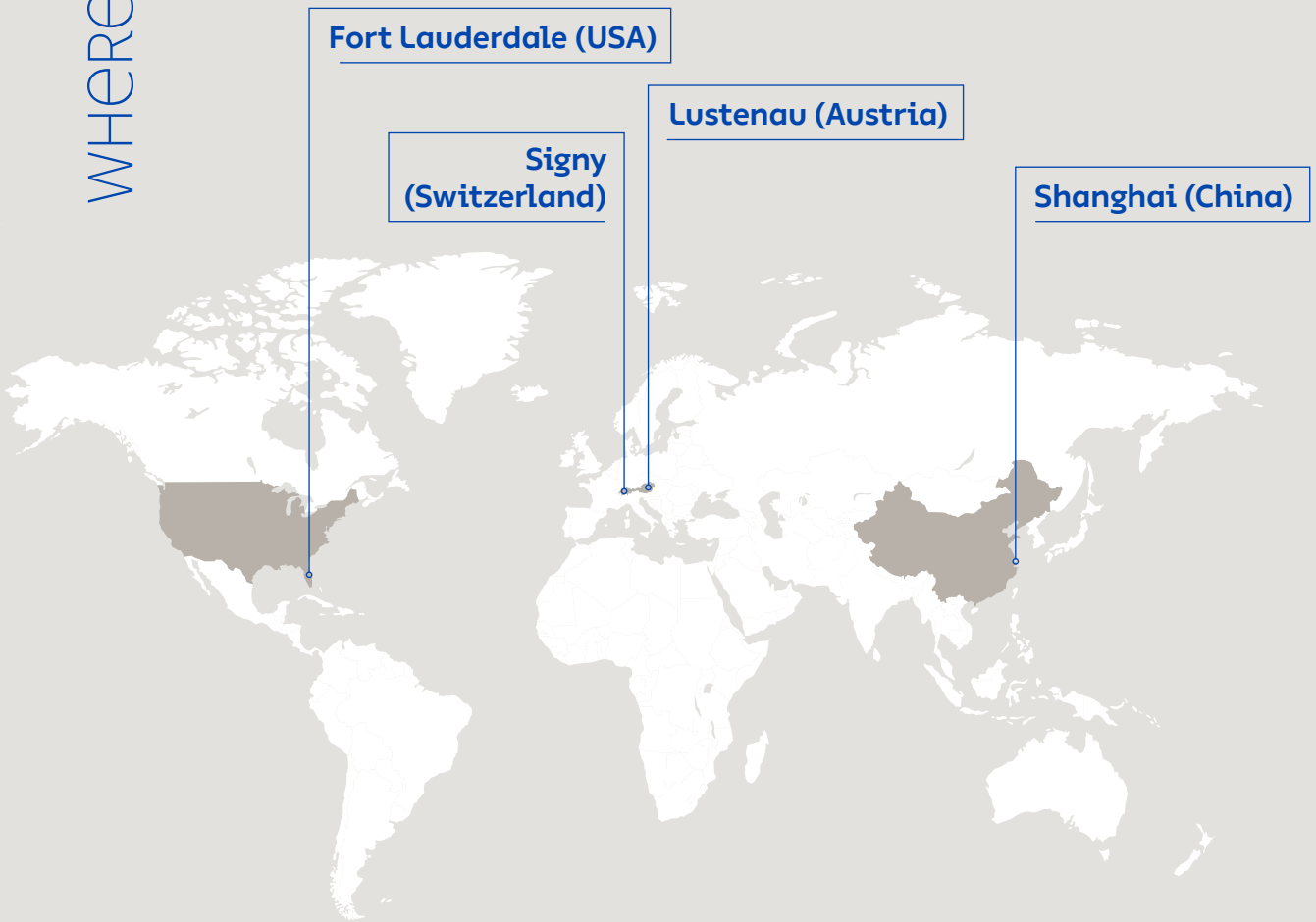


# 03

WHERE WE ARE

## Business offices

We have business offices abroad in China, USA, Switzerland and Austria and subsidiaries in England and Argentina.



## Distribution Centers

United States (4)

Europe (6)

Asia (2)

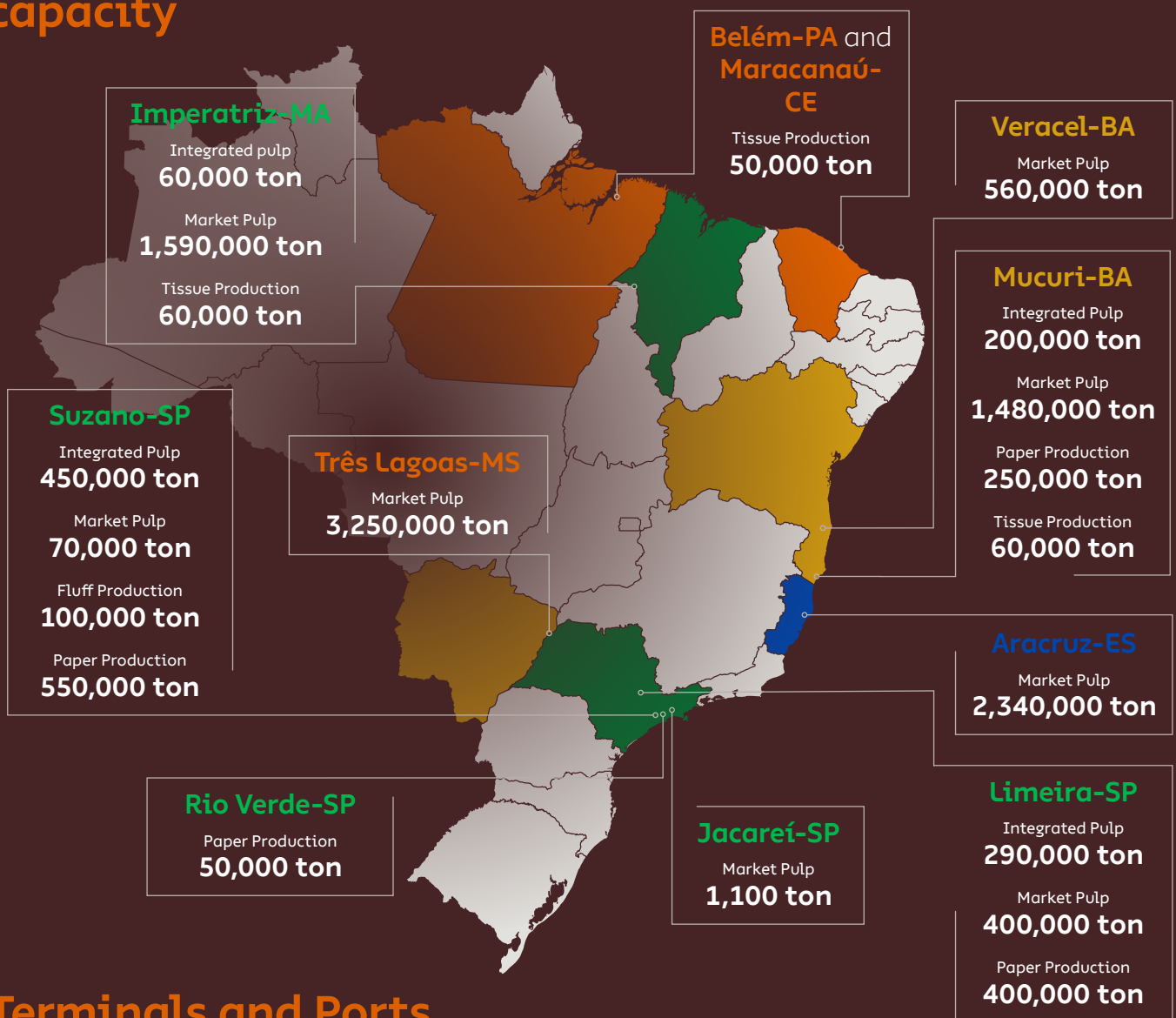




Our organization includes administrative offices in Salvador (state of Bahia) and São Paulo (state of São Paulo), industrial plants and FuturaGene, which is responsible for the genetic development of forest crops and biofuels, with research laboratories in Israel and China. In 2021, FBU Mato Grosso do Sul started building a new plant in the municipality of Ribas do Rio Pardo.

We provide products and services from 1.3 million hectares of planted forests and 960 thousand hectares of preserved forests in the states of Bahia, Espírito Santo, Minas Gerais, São Paulo, Mato Grosso do Sul, Maranhão, Tocantins, Para and Piauí.

## Suzano's production capacity



## Terminals and Ports

Belmonte (BA)

São Luis (MA)

Santos (SP)

\* Relative to production capacity of each industrial unit



# FOREST OPERATION AREA





# 04

## FOREST OPERATION AREA



### Forest assets with certification

Suzano's forest competitiveness ensures its operation in different regions with adequate productivity.

#### OWNED AND LEASED AREAS AND PARTNERSHIPS

Business Unit	Crop Area (ha)	Conservation area (ha)	Infrastructure (ha)	Total (ha)
Aracruz/Mucuri	382,107.70	298,220.76	29,638.59	709,967.05
Imperatriz	216,427.69	299,918.82	16,525.23	532,871.74
Limeira/Suzano/Jacareí	219,159.22	134,253.20	16,789.29	370,201.71
Três Lagoas / Cerrado	422,418.80	280,406.76	21,802.23	724,627.79
<b>Total</b>	<b>1,240,113.41</b>	<b>1,012,799.54</b>	<b>84,755.34</b>	<b>2,337,668.29</b>

Data of May/2022



#### FOREST AREAS WITHIN THE SCOPE OF FSC® AND CERFLOR CERTIFICATIONS FOR EACH FOREST BUSINESS UNITS

FBU	Certified areas FSC® and PEFC (ha)
FBU BA	328,885.91
FBU ES	214,613.58
FBU MA	400,786.81
FBU MS	303,697.15
UNF SP	335,087.67
<b>Suzano S.A. Total</b>	<b>1,583,071.12</b>

Data of Dec/2021



50

# FOREST CERTIFICATION



# 05

## FOREST CERTIFICATION

Suzano S.A. is committed to its goal of guiding its Forest Management system according to the Principles and Criteria set forth by the FSC® Certification and CERFLOR NBR 14.789 Forest Management, aiming to provide long-term business sustainability, continuous improvement of its activities and performance, as well as the adoption of environmentally correct and socially responsible practices.

To this end, the company has incorporated the environmental, social and economic dimensions into its forest management basic guidelines, as follows:

- To seek technological innovations and to support research to apply the best forestry techniques in its forest production units.
- To contribute to the professional development of direct and indirect collaborators.
- To implement the Forest Production Plan based on environmental aspects, such as landscape and microbasins management, monitoring of fauna, maintenance of biodiversity corridors, and compliance with the applicable federal, state and city legislation, as well as international agreements of which Brazil is signatory.

- To contribute to the maintenance or improvement of communities surrounding the forest management units through open dialog channels, participative follow-up of social indicators, sharing of relevant information and promoting recreation areas or environmental education.

### Timber traceability

Every timber harvested from eucalyptus crops in certified areas have their traceability ensured (stewardship chain of custody), i.e., origin guaranteed from planting to transportation for the industry, thus eliminating the risk of a mix up with logs from uncertified areas (timber controlled by Due Diligence assessment).



Suzano has the  
**FOREST  
CERTIFICATIONS**  
FSC® and CERFLOR (NBR 14,789)



A photograph of an industrial facility, likely a pulp mill, at sunset. The sky is filled with vibrant orange and pink clouds. In the foreground, there are large, cylindrical industrial tanks and a complex network of pipes and metal walkways. A prominent feature is a long, elevated conveyor belt structure that extends from the top right towards the center. The scene is lit with a mix of natural sunset light and artificial lights from the facility, creating a dramatic and industrial atmosphere.

**FORESTRY  
BUSINESS UNIT  
MUCURI**



# 06

## FBU BA

Suzano S.A. Forest Business Unit in Mucuri-BA is responsible for the forest management of the areas that supply the industrial unit. The forest management areas as located in the municipalities of Alcobaça, Caravelas, Ibirapuã, Lajedão, Medeiros Neto, Mucuri, Nova Viçosa, Prado, Teixeira de Freitas and Vereda in the state of Bahia and Carlos Chagas, Frei Inocência, Itanhomi, Jampruca, Nanuque and Tumiritinga in the state of Minas Gerais

Plantings are carried out in owned lands, through leasing contracts, or through partnerships with rural producers. With a forest base of 434,950 hectares, of which 184,034 hectares are destined to the conservation of biodiversity (data of Dec./2021), Suzano's forest management targets the combination of eucalyptus crops and the conservation of natural resources, technological innovations and respect to communities.

All production is based on renewable eucalyptus crops, with the aim of supplying the industrial complex Mucuri - BA, with capacity to produce annually 1.7 thousand tons of bleached eucalyptus pulp, over 250 thousand tons of print and white paper and 60 thousand tons of tissue. The industrial unit of Mucuri - BA operates in compliance with the environmental control standards and uses technology for the monitoring of emissions, to control the quality of air and water and the adequate disposal of waste.

The seedlings are produced with clonal technology, from a certified partner nursery that use the most advanced genetic database for the production of pulp.

FBU BA has a forest base of

**434,950 HA,**

of which, about

**184,034 HA**

are destined to conservation.





The harvesting process respects the region characteristics and uses efficient systems that rely on equipment that allow an efficient, safe and environmentally friendly operation.

To ensure success in all phases of the process, the company constantly invests in research, technology, and professional training.

Suzano's practice is to recruit candidates from the regions where it operates, provided that they meet the requirements for the job and apply on equivalent terms with other candidates. It is also the company's practice to train the workforce involving the communities in partnership with universities and technical institutions.

#### AREA OF OPERATION PER MUNICIPALITY

Municipality	Municipality's area (ha)	Total area Farm (ha)	Share of occupation in the municipality (%)	Preservation area (ha)	Total area Crop (ha)	Other uses (ha)
<b>BA</b>						
Alcobaça	148,228.5	74,201.91	50.06%	32,270.29	39,213.52	2718.1
Caravelas	237,787.2	102,079.36	42.93%	38,540.94	60,010.92	3527.5
Ibirapuã	77,109.8	18,213.79	23.62%	7,500.93	9,675.2	1037.66
Lajedão	62,435.3	3,501.2	5.61%	1,300.84	2,103.03	97.33
Medeiros Neto	131,173.9	2,485.08	1.89%	1,677.29	685.74	122.05
Mucuri	178,762.6	72,509.02	40.56%	25,216.56	44,213.21	3079.25
Nova Viçosa	131,638	72,135.82	54.80%	24,942.39	44,234.1	2959.33
Prado	168,783.3	15,687.69	9.29%	8,139.23	6,824.4	724.06
Teixeira de Freitas	116,562.2	14,211.35	12.19%	7,273.58	6,385.6	552.17
Vereda	78,214.1	6,125.88	7.83%	3,567.3	2,102.16	456.42
<b>Sub-Total Bahia</b>	-	<b>381,151.10</b>	-	<b>150,429.35</b>	<b>215,447.88</b>	<b>15,273.87</b>
<b>MG</b>						
Carlos Chagas	320,298.4	20,394.3	6.37%	12,490.45	7214.74	689.11
Diamantina	389,165.9	479.35	0.12%	394.81	71.31	13.23
Itanhomi	48,884.3	731.57	1.50%	725.88	0	5.69
Nanuque	151,816.6	24,813.34	16.34%	15,926.52	8,227.76	659.06
Sen. Modestino Gonçalves	95,205.5	979.31	1.03%	186.57	755.74	37
Teófilo Otoni	324,227	191.98	0.06%	191.98	0	0
Tumiritinga	50,007.3	1,961.69	3.92%	1,920.64	0	41.05
Turmalina	115,311.1	981.71	0.85%	470.74	467.8	43.17
Umburatiba	40,583.4	1,151.03	2.84%	871.14	255.82	24.07
Virgem da Lapa	86,891.4	2,114.55	2.43%	426.36	1652.95	35.24
<b>Sub-Total Minas Gerais</b>	-	<b>53,798.83</b>	-	<b>33,605.09</b>	<b>18,646.12</b>	<b>1,547.62</b>
<b>Overall Total</b>	-	<b>434,950</b>	-	<b>184,034</b>	<b>234,094</b>	<b>16,821</b>

Consolidated municipalities Bahia/Minas Gerais - 4/9/2021  
Data based on registry and DPN class (available for use)

The municipalities of Diamantina, Senador Modestino Gonçalves, Turmalina and Virgem da Lapa, do not currently supply Suzano's units.



## Environmental aspects

The forest areas and other native phytophysiognomies in FBU BA offer possibilities for the conservation of the regional biodiversity. We are in the Atlantic Forest domain (Dense Ombrophile, Semi Deciduous Seasonal Forest and associated formations), that contains broad biodiversity, traditional communities, a rich cultural heritage, tourist sites and water springs.

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### Soil, climate and hydrography

The soil in FBU-BA is mostly acid, deep, highly weathered, well drained, cohesive, resistant to erosion and compaction; very hard when dry and brittle when humid; low in organic matter; with low natural fertility. There's prevalence of Ultisols, Spodosols and Latosols in Bahia's southernmost region, with high percentages of cohesive soil.

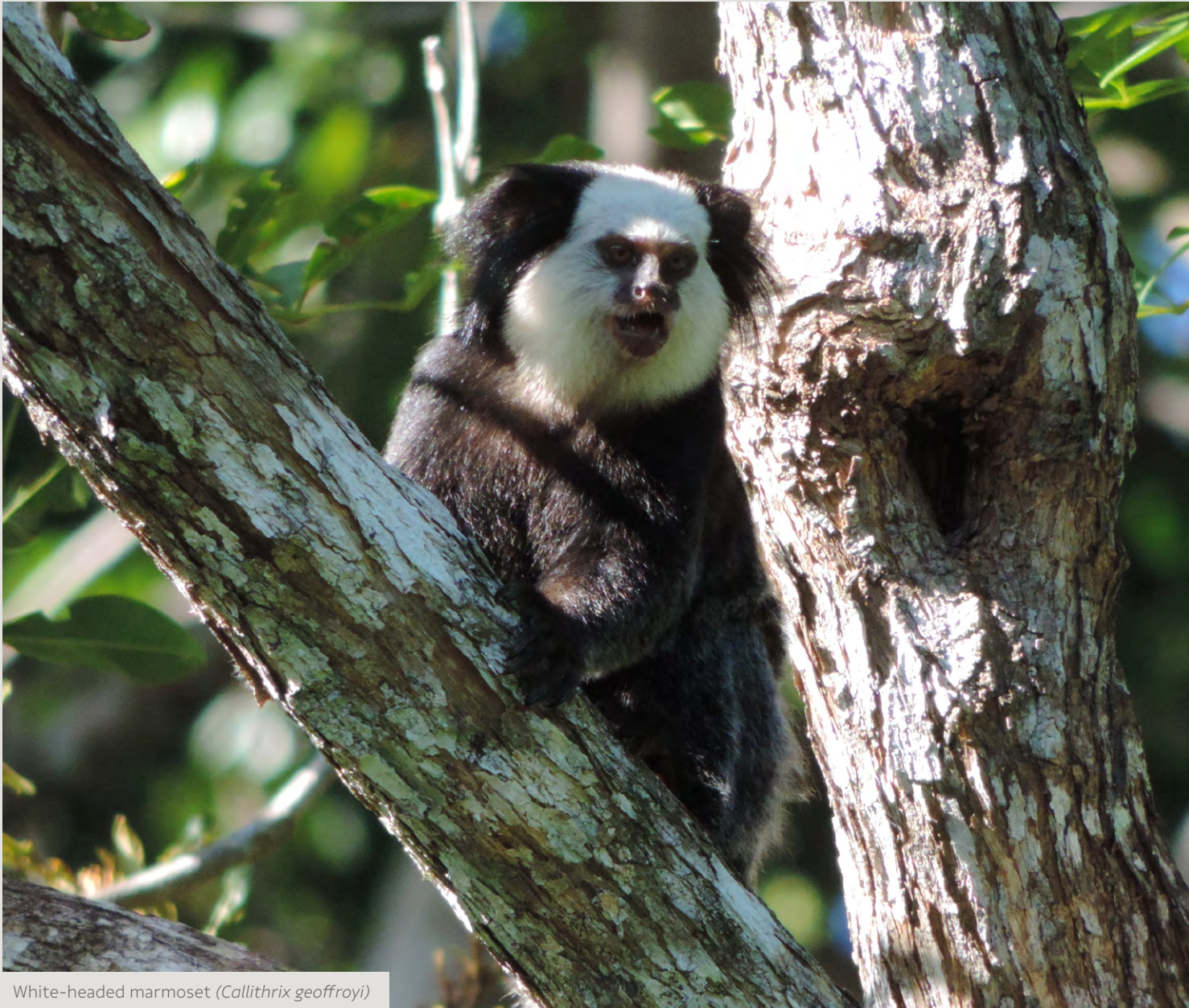
As per the terrain in the FBU-BA areas, it is characterized as small elevations and low slopes, being the highest local elevation the historical Monte Pascoal, 586 mt above sea level.

Suzano's crops are centered in a region of tropical warm humid and tropical super-humid climate, where the annual average rainfall is between 1,000 and 1,400 mm/year. The crops in Minas Gerais occupy an area where average annual rainfall range from 800 mm to 1,000 mm/year.

The main watersheds in the state of Bahia, in Suzano's area of influence, are Mucuri, Jucuruçu (south branch), Itanhém (or Alcobaça) and Peruípe Rivers. In the state of Minas Gerais, we can highlight the Rivers Itaúnas and Mucuri basins.







White-headed marmoset (*Callithrix geoffroyi*)

## Fauna and flora

**The areas of FBU-BA are inserted into different mosaics of forest coverage and house several phytophysiognomies of the Atlantic Forest biome. In general, our farms shelter remaining areas capable of contributing to the conservation of a number of species, especially those endemic to the biome or in danger of extinction.**

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The environmental characterization in Suzano's areas of operation is done through the monitoring of the fauna and flora.

In a general way, the studies seek to identify, randomly or systematically, the local fauna and flora species, to allow the identification of critical species (protected by law), mapping the habitats of endemic, rare and endangered species, and finding opportunities for more detailed studies, restorative actions on the flora, or improvement of environmental conditions for the fauna. The fauna monitoring campaigns are carried out every three years, while flora monitoring is carried out every four years and it includes expeditions during dry and rainy seasons.



A woman with her hair in a bun, wearing a light blue polo shirt and a black face mask, is holding a large green bell pepper. She is standing in a field of green plants, possibly a vegetable garden or farm. The background is a blurred natural setting with trees and foliage.

# SOCIOECONOMIC ASPECTS



### Forest areas

**Characterizing and identifying the main socioeconomic and cultural aspects present in the Forest Centers to support the work of the company in defining the specific strategies in its area of operation.**

The extensive area of operation of FBU BA is characterized by different social, economic and cultural realities and by small, essentially rural, municipalities.

Eucalyptus crops consists of a dynamic activity in the region, being responsible for important socioproductive changes, even though traditional activities such as livestock, subsistence farming and fishing have great importance to the productive structure of the regional economy.

The region of Costa das Baleias (Mucuri, Nova Viçosa, Caravelas, Alcobaça, Prado and Teixeira de Freitas) host a number of small and disperse communities, not linked to one another. The southernmost region of Bahia hosts an indigenous community of the Trika tribe, in the municipality of Prado, where Suzano does not own any planted areas. In 2013, a place called Aldeia Renascer was identified in the municipality of Alcobaça-BA, in the district of Pau da Garrafa.

This locality has traces of indigenous traditions, from the indigenous tribe of *Pataxó Hã Hã Hãe*, from Porto Seguro-BA. Its location is acknowledged by FUNAI.

In the east of Minas Gerais, the closest indigenous tribe is the *Maxakali*, located in the municipalities of Bertópolis and Santa Helena de Minas, over 100 km from Suzano’s crop areas.

The company identifies the social assets by means of tools and procedures to frame the location profiles. These procedures and tools are used to understand and map the main social economic characteristics of the localities nearby and, in this way, to guarantee a strategic direction of the activities with the people, set forth by the Director of Sustainability planning and prioritize tools.

#### Archaeological information

The archaeological sites and locations with significant historical and/or cultural relevance located in the company’s areas or surroundings are identified in our cartographic base. Among the main actions performed, we highlight: identifying sites of special historical, archaeological, cultural, ecological, economic or religious significance for the communities and training field staff on archaeological heritage.





An aerial photograph showing a winding river through a lush green landscape. The river flows from the upper left towards the center. The surrounding land is a mix of dense forest and agricultural fields, with a road visible on the right side. The word "PRESERVE" is written in large, white, sans-serif capital letters across the middle of the image, and "ERVE" is written in the same style on the left side, partially overlapping the forest.

# PRESERVE

# ERVE

## Distribution of Suzano's farms, Conservation units and Management Units of Water Resources

**Conservation Units are legally recognized areas, with relevant natural features with the role of securing the representativeness of significant and ecologically viable samples of the different populations, habitats and ecosystems.**

The fragments of native vegetation and planted forest have an important role in the set of biodiversity conservation actions both locally and state-wide.

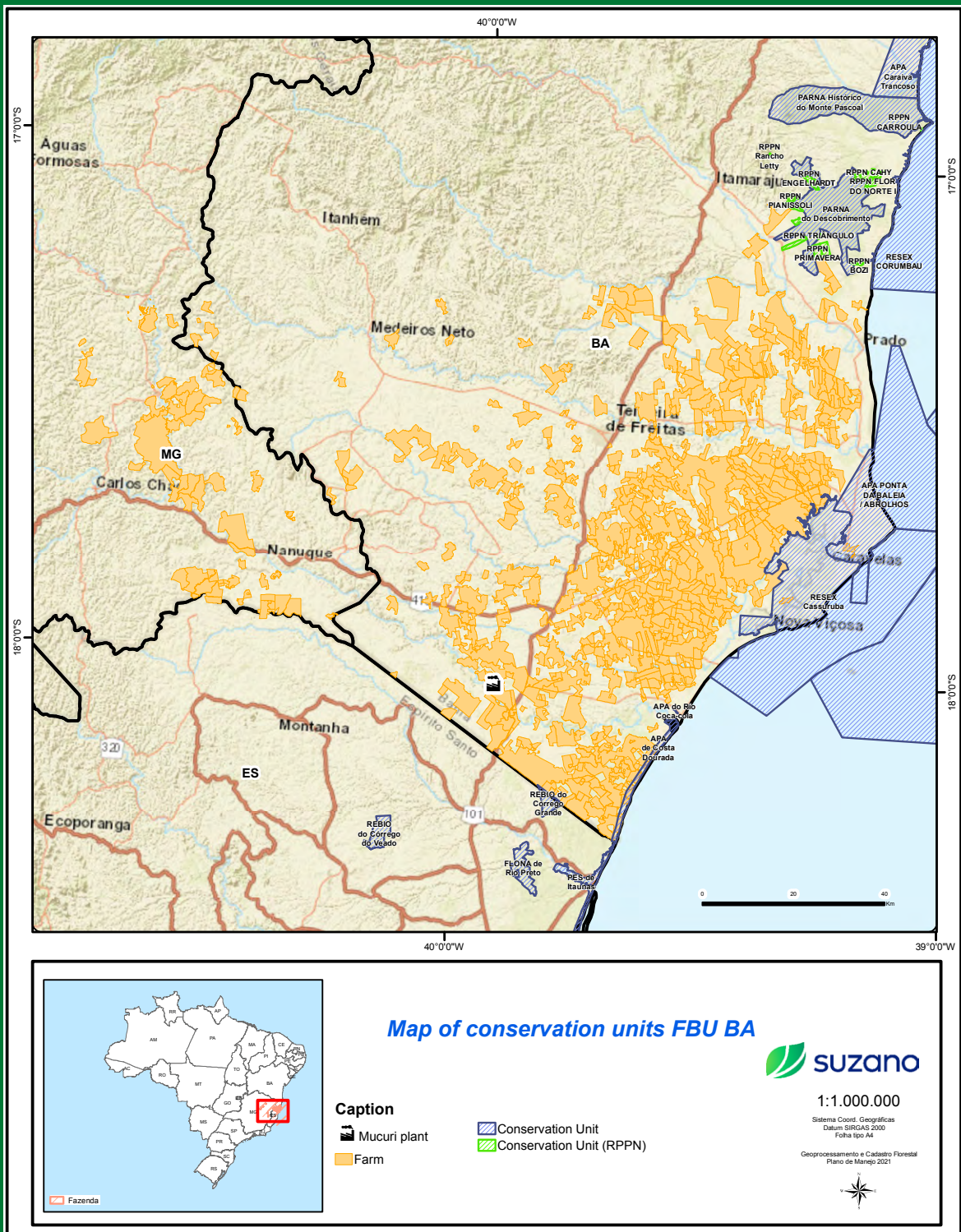
The areas operated by Suzano, with the techniques provided to protect fragments and manage commercial crops, have relevant positive effects on the neighboring conservation units because they shelter significant amounts of biodiversity and maintain the functionality of key biological and ecological processes.

The use of water by operational activities is regulated by a state public agency that, depending on the water availability of each resource, and the volume needed by other users, establishes the maximum amount of water to be used by the company, in order to guarantee the water supply to the other users in the basin.



Some Conservation Units adjoined to Suzano - Mucuri Unit areas are **Cassurubá Extractive Reserve**, the **Abrolhos National Marine Park** and the **Descobrimento National Park**, in BA, and the **Córrego Grande** and **Córrego do Veado Biology Reserves**, in northern ES.

**MAP OF CONSERVATION UNITS**



**Map of conservation units FBU BA**



1:1.000.000

Sistema Coord. Geográficas  
Datum SIRGAS 2000  
Folha tipo A4

Geoprocessamento e Cadastro Florestal  
Plano de Manejo 2021



**Caption**

- Mucuri plant
- Farm

- Conservation Unit
- Conservation Unit (RPPN)



# THE IMPORTANCE OF **PLANTED FORESTS**



# 08

## THE IMPORTANCE OF PLANTED FORESTS

### What is forest management?

Forest Management is the administration of forest resources with the aim of achieving economic and social benefits aligned with the mechanisms for ecosystem support by employing the best practices of Eucalyptus farming. The goal is to reach high productivity in balance with the environment conservation.

#### Objective

The goal of Suzano’s forest management is to supply the industrial Units with eucalyptus timbers, according to the parameters described in the following, either for short or long terms.

- Availability and rational use of areas for the cultivation of eucalyptus through directives and procedures for the purchase and lease of land.
- Development of new genetic material and monitoring of soil nutritional levels, pests and others, defined in operational routines and specific research projects.
- Standardization, reporting and continuous improvement of procedures related to seedling production, implementation, restoration, forestry practices, construction and conservation of roads, harvesting, and transportation of forestry products.
- Outlining of programs concerning the environment, healthcare and safety at work, as well as socioenvironmental aspects, always in compliance with the applicable law.



### THE EUCALYPTUS

Is an exotic species (not native from Brazil), like coffee, corn, soy, sugar cane and several other crops widely cultivated in the country.

With proper management, water consumption is similar to that of native forests and its roots are kept away from the water table

It is harvested in approximately seven years and can be cultivated in low fertility land.

With proper management, it provides protection for biodiversity as shown by the biodiversity surveillance results in Suzano’s areas.

Helps to absorb carbon dioxide (CO2) from the atmosphere, contributing to reduce the effects of climate change and to maintain environmental services that are important to society, such as water sources.





The average annual production of crops is

**37.5 M<sup>3</sup>/HA.YEAR**

### Compliance with the law

Suzano is always up-to-date with the applicable environmental, labor and tax laws with preliminary surveys carried out by an environmental law consulting firm.

### Managed forest resources

To supply the demands of the industry for eucalyptus timbers, we rely on crops of the genus Eucalyptus, which encompasses more than 600 species that are adapted to many different soil and weather conditions. Eucalyptus originates from Australia and Indonesia. It was chosen due to its higher potential for timber production for pulp when compared with other forestry species and due to its adaptability to the environmental conditions in Brazil, including soil and weather.

## Forest Management Activities





## Technology and innovation

**Suzano maintains advanced Technology Centers that develop studies and research on forestry and industry. These activities aim to a consistent enhancement of its operations and technological innovations, focusing on the company's sustainability.**

Technology and Innovation works mainly on Genetic Improvement, Genomics, Forest Protection, Forest Management, Ecophysiology and Biotechnology, defining models of planted forest management that support an increase in forest biomass productivity.

Suzano's crops are mostly formed by hybrids obtained from the crossbreeding of *Eucalyptus grandis* and *Eucalyptus urophylla*.

Those species were selected following several cycles of improvement and research because they are better adapted to the local soil and weather conditions. Currently, the tree is harvested in six years in average, varying from five to seven years. After the first harvest, the area is managed for a new planting or for regrowth.

### Partnerships

Suzano develops studies and research in collaboration with outstanding public and private institutions in Brazil and abroad. All projects and activities seek to meet market and operational demands, legal requirements, new tendencies, technologies and products of internal research strategies.

As a result, Suzano stands out in developing and recommending new genetic materials, in monitoring and recommending forest management practices and fertilization, in using new technologies in forest protection and more sustainable production practices. In addition to the results highlighted in forestry, Suzano also sustains solid and robust results in the research and development of the industry and new businesses.



Meet our partners in research and innovation in:  
[www.suzano.com.br/a-suzano/documentos](http://www.suzano.com.br/a-suzano/documentos)



# FOREST MANAGEMENT



# 09

## FOREST MANAGEMENT

### Forest protection

**The company continuously monitor for pests, diseases and weed with regular field visits.**

The objective is the early detection of pests and weeds, and the assessment of the competition level of eucalyptus with weed. All information gathered are used to guide decisions on control and to define the method to be adopted, seeking for the rational use of pesticides.

Suzano also prioritizes the use of biological control agents in occasional pest management, and selection and planting of clones resistant to the main crop diseases, complementing the integrated management.



## Forest Inventory

On its first 120 days, the forest is monitored through a Qualitative Inventory that allows inferences on the quality and homogeneity of the crops. In regrowth forests, performance is monitored at 90 and 180 days upon harvesting also through qualitative forest inventory.

The Continuous Forest Inventory uses sampling techniques to gather data that allow an estimate of the planting volume per hectare and per tree for a given age. This information is used in the decision making process on the best harvest time. It is also important for the proper planning of timber supply to the Industrial Unit.

## Planning

Planting and harvesting planning for timber supply comprises short, medium and long term achievements, aiming at the best utilization of natural resources and minimizing occasional socioenvironmental impacts. Forest planning keeps track of forest ordering to ensure the industry supply.

The proper management of planted forests favors crop productivity and contributes to disease and pest control, biodiversity conservation, and protection of springs and ecosystem services - creating a virtuous cycle.

## Operational Excellence

This area is responsible for the development and transference of mechanization and digitalization technology to forest processes.

It seeks the continuous improvement of forestry activities, harvest and logistics, with particular interest in routine management, quality and productivity of operations, as well as personnel qualification, thus promoting safety, product quality, high productivity, feasible costs for forestry activities and environmental conservation.





## Seedling production

The plant nursery is where the eucalyptus seedlings are produced and managed through several stages until reaching the proper size to be planted in the field.

The seedling development time ranges from 90 to 120 days. To produce seedlings of outstanding quality, the distance between them needs to be increased when they reach 60 days so that they can grow healthier.



## Planting

The main activities related to trees planting are: pre-planting mechanized chemical cleaning, mechanized soil tillage, mechanized fertilization, planting, mechanized and semi-mechanized irrigation, and replanting.

Planting can be carried out in reform areas (where an eucalyptus crop already exists), or in implantation areas (where there is no eucalyptus crop). Suzano only implants forest in areas not covered by native forests.

Soil is prepared using minimum tillage, which consists in preparing strips of soil in the planting line. About 70% of the land remains undisturbed, which favors the maintenance of soil characteristics, avoiding erosion and loss of organic matter.

In 2020, FBU BA achieved

**1,143 HA** Implantation

**20,443 HA** Restoration

**5,213 HA** Regrowth

Totaling

**26,799 HA**

FBU BA nursery has an installed capacity to produce about

**31 MILLION**  
seedlings per year





## Forest Maintenance

This stage consists in a set of activities carried out between planting and harvest (5 to 7 years) to ensure growth and productivity.

The main forest maintenance activities are: manual or mechanical mowing, chemical or mechanical weeding, fertilizing, control of leafcutter ants, prevention of forest fire and diseases and pest control.

## Trucks equipped with telemetry

FBU BA uses precision technology to manage operations. Our fleet is equipped with telemetry to monitor operations, distribution and positioning of the trucks on the company's roads and farms, control of loading and unloading, and to support our partners in the management of operation safety, such as monitoring the drivers working hours and detecting occasional violations of speed limits.

With this system in place, Suzano strengthens the culture of daily routine management with partner companies in logistics operations, thus maximizing personnel safety standards, and operational efficiency based on reliable data.



The annual harvest volume in 2021 was

**8,886,376 M<sup>3</sup>**

## Harvest

As soon as the forest reaches its ideal point, timbers are harvested to supply the industrial plant. Harvest encompasses all the processes from tree harvest to the disposition of logs (cutting, forwarding, stacking and fueling), up to the point where they can be transported by trucks.

During harvest, eucalyptus trees are cut toward the center of the plot, avoiding any possible damage to the native vegetation.

## Timber transportation

Forest Logistics main responsibility is to transport timbers from the forest areas to the Industrial Units. The harvested timbers are transported according to the Annual Transportation Planning. Once this process is defined, loading, routes and trucks distribution are determined considering the requirements defined on the area's operational procedures.

The routes for timber transportation are defined in agreement with Suzano's Sustainability sector in order to minimize the possible impacts of forestry activities on the neighboring communities.



The annual volume of timbers transported to the industry in 2021 was

**5,793,600 M<sup>3</sup>**





## Road Network - roadways

The road network in the forest area comprises municipal and state roads, arterial, collectors and firebreaks, whose maintenance is defined according to the company's internal criteria to secure forestry operations and avoid erosive processes in the conservation areas.

- Drainage structures, such as containment boxes, are built to store rain water and avoid erosion on the roads.
- Existing roads are repaired and new roads can be opened to improve operation quality and safety.
- Firebreaks are kept to secure the access of fire brigade teams.

## Road moistening

To keep the road wet during certain earthworks, the company uses a tank truck. The goal is to reduce dust around houses and settlements caused by the traffic of trucks transporting timber to the company.

### **Suzano respects and values its professionals.**

---

Therefore, health and safety are the company's permanent commitment. Suzano maintains a set of rules that guides its employees and the carriers' employees into safer driving habits, protecting everyone's lives.



## Forest integrity

**Suzano's team of professionals involved in the productive processes of forestry focus largely on prevention and control of wildfires.**

That is why the company provides continuous training to its brigade and forest protection teams that are not only apt to monitor, but also act as support to fight fire in neighboring farms.

We carry out Forest Protection work along with the competent authorities, aiming to reduce the Forest Fire incidents, as well as other issues found in our premises.

To maintain our forest crops and conservation areas, we rely on the daily monitoring of the Property Surveillance Staff and cameras to indicate problems and fires.

The Forest Fire Brigade acting on the crops and conservation areas, consists of the combination of property surveillance and firefighting activities, that work preventively, by monitoring the areas and effective readiness to act upon call of forest fire.



### LIVE FOREST

Program

raise awareness among collaborators and community on the impacts and dangers of fire outbreaks



## Safety and protection of Forest Areas

Suzano has an electronic forest fire monitoring system implemented in Bahia and Minas Gerais with monitoring towers with 360° view operated by 1 central station. This system covers over 95% of the forest area, including crop and preservation areas.



**Location of teams**



**Night incident detection**



**Daylight incident detection**



**Detection of pests and diseases**



18 towers equipped with fixed and mobile cameras at FBU-ES



Tank-trucks



Brigade team



# ENVIRONMENTAL MANAGEMENT



# 10

## ENVIRONMENTAL MANAGEMENT

### High Conservation Value Areas

The term High Conservation Value Areas (HCVA) was created along with the standards for the forest management certification and refers to areas with important features for the conservation of biodiversity and people’s quality of life.

Examples are: native forests that house endemic (that can’t be found anywhere else) or endangered animals and plants, and forests that provide essential resources for the local population.

Suzano uses this concept to guide its conservation efforts, evaluating the HCVAs present in its areas according to the following attributes: biological, ecological, social or cultural values considered notably meaningful or of extreme importance at the national, regional or global levels. Those are the values that need protection.

In the first semester of 2021, the FBU adjusted the methodology for the evaluation of HCVA attributes 1 to 4 (environmental attributes) through a corporate technical task group for biodiversity using as reference the criteria adapted from the Guide for Good Practices to evaluate High Conservation Value developed by the ProForest Network.

This study identified 10 environmental HCVAs at FBU-ES and maintained the social HCVAs, totalling 6.4 thousand hectares. Three new HCVAs were included in the scope: Bugio-Ruivo, Costa Azul and Piraquê-Azul, all of them in the municipality of Aracruz-ES.

During this revision process, Suzano has consulted with stakeholders based on the criteria for the identification of HCVAs aiming to validate the threats defined and the measures of protection, conservation and monitoring for the maintenance of the HCVAs.

### 6 ENVIRONMENTAL HCVAs

were identified in Suzano BA,  
Totaling 12.1 k ha,  
3 social HCVAs and 6 SML  
(Special Meaning Location)





## Consultation with stakeholders

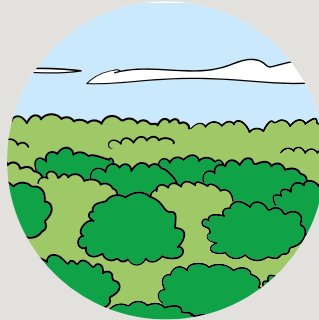
Suzano consulted with stakeholders, in accordance to the criteria for HCVAs and SML (Special Meaning Localities), to develop management regimes for the maintenance of HCVAs and SML and assess their efficacy.

The key to define a given area as HCV is identifying if it fits one or more attributes as described below:



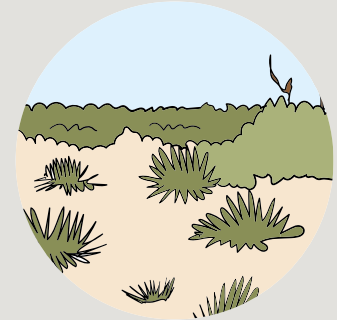
### HCV 1

Areas containing significant amount of value for biodiversity.



### HCV 2

Extensive and preserved areas of native vegetation, of global, national or regional relevance for biodiversity.



### HCV 3

Areas that are inserted in or contain rare, threatened or endangered ecosystems.



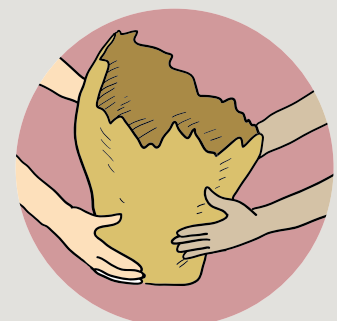
### HCV 4

Areas capable of promoting environmental services in critical situations, such as the protection of water basins and erosion control.



### HCV 5

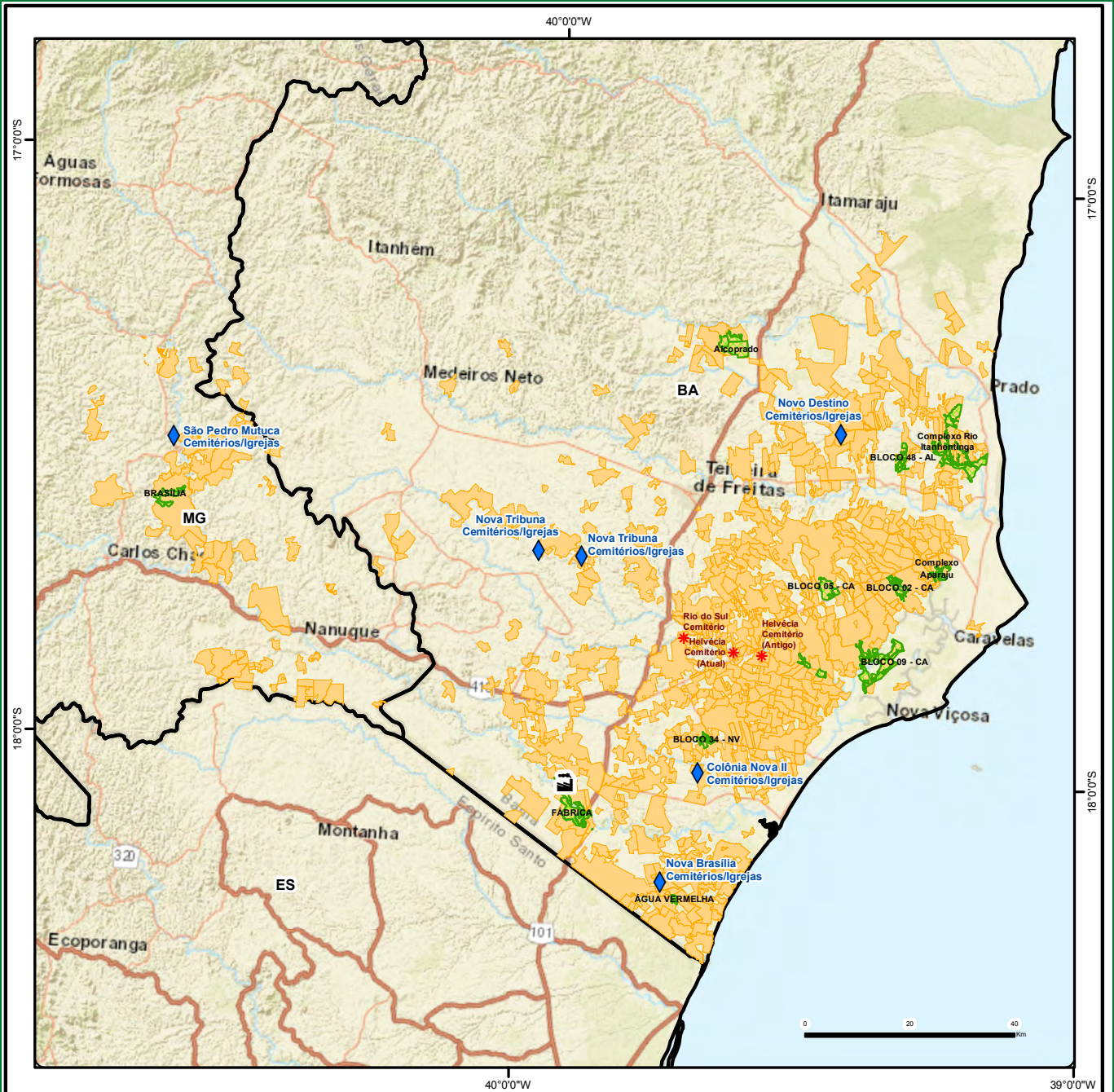
Important areas to meet the basic needs of communities, such as those related to health and subsistence.



### HCV 6

Important areas for the traditional cultural identity of communities.





**Map of Environmental and social HCVA  
FBU BA**

**Caption**

- Mucuri plant
- Farm
- Social HCVA
- SML
- HCVA Environmental



1:1.000.000







Sistema Coord. Geográficas  
Datum SIRGAS 2000  
Folha tipo A4

Geoprocessamento e Cadastro Florestal  
Plano de Manejo 2021






# Measures of protection and monitoring according to attributes of High Conservation Values

High Conservation Values	Charact. identified	Risks and threats	Impacts	Measures of protection	Monitoring
					
HCV 1	Endemic, rare, threatened or endangered species at the global, national or regional level	<ul style="list-style-type: none"> <li>a. Illegal practices (wildfires, theft of wood and native flora, deforestation for alternative use of soil, mineral theft, predatory hunting and fishing)</li> </ul>	<ul style="list-style-type: none"> <li>a. Loss of biodiversity</li> <li>b. Reduction in native vegetation coverage</li> <li>c. Damage to individuals</li> <li>d. Imbalance of the ecosystem</li> </ul>	<ul style="list-style-type: none"> <li>a. Program for environmental awareness among collaborators</li> <li>b. Emergence assistance</li> <li>c. Implementation of preventative measures and of firefighting</li> </ul>	<ul style="list-style-type: none"> <li>Anthropic actions: Bimonthly</li> <li>Birds and mammals: triannual</li> <li>Flora: Every 4 years</li> </ul>
HCV 2	Extensive area significantly at the global, national or regional level, containing viable populations of naturally occurring species	<ul style="list-style-type: none"> <li>b. Operational damage to fauna and flora</li> <li>c. Non-authorized presence of domestic animals or ranching</li> <li>d. Dissemination of invasive species of plants and animals</li> <li>e. Illegal and inadequate disposal of residues</li> </ul>	<ul style="list-style-type: none"> <li>e. Reduction of the gene flow</li> <li>f. Disturbance of wildlife</li> </ul>	<ul style="list-style-type: none"> <li>d. Patrimonial surveillance;</li> <li>e. Periodic patrolling with a team specialized in identifying environmental events</li> <li>f. Registration of environmental events</li> <li>g. Environmental recommendation in operational book</li> <li>h. Planning for the promotion of ecological connections</li> <li>i. Placement of identification signs in loco</li> <li>j. Updating of the company's registration database (maps) with the location of HCVAs</li> <li>k. Prioritizing, whenever possible, ecological restoration</li> <li>l. Suzano's commitment with Zero deforestation policy</li> </ul>	<ul style="list-style-type: none"> <li>Anthropic actions: Bimonthly</li> <li>Vegetation coverage with satellite imaging: Annual</li> <li>Birds and mammals: triannual (fast diagnostics)</li> <li>Flora: Every 4 years (fast diagnostics)</li> </ul>
HCV 3	Ecosystems, habitats or refuges for rare, threatened or endangered biodiversity				<ul style="list-style-type: none"> <li>Anthropic actions: Bimonthly</li> <li>Vegetation coverage with satellite imaging: Annual</li> <li>Birds and mammals: triannual (fast diagnostics)</li> <li>Flora: Every 4 years (fast diagnostics)</li> </ul>
HCV 4	Areas capable of promoting environmental services in critical situations	<ul style="list-style-type: none"> <li>a. Illegal practice (wildfire, deforestation for alternative use of soil, mineral theft, trespassing, among others)</li> <li>b. Operational damage to flora</li> <li>c. Non-authorized presence of domestic animals or ranching</li> <li>d. Illegal and inadequate disposal of residues</li> <li>e. Erosion and sedimentation</li> </ul>	<ul style="list-style-type: none"> <li>a. Reduction in native vegetation coverage</li> <li>b. Loss of soil</li> <li>c. Soil compaction</li> <li>d. River silting</li> <li>e. Reduction in water availability</li> <li>f. Reduction in water quality</li> </ul>		<ul style="list-style-type: none"> <li>Anthropic actions: Bimonthly</li> <li>Vegetation coverage with satellite imaging: Annual</li> </ul>



High Conservation Values	Charact. identified	Risks and threats	Impacts	Measures of protection	Monitoring
					
<b>HCV5</b>	Essential areas and resources to meet the local communities, indigenous peoples or traditional peoples basic needs	<ul style="list-style-type: none"> <li>a. Illegal practices (wildfires, native wood and plants theft, deforestation for alternative use of soil, mineral theft, trespassing, among others)</li> <li>b. Deforestation</li> <li>c. Operational damage</li> <li>d. Loss of access to cultural values and resources</li> </ul>	<ul style="list-style-type: none"> <li>a. Loss of biodiversity;</li> <li>b. Scarcity of resources for extraction;</li> <li>c. Reduction in water availability.</li> </ul>	<ul style="list-style-type: none"> <li>a. Patrimonial surveillance;</li> <li>b. Implementation of preventative measures (ex. maintenance of roads and firebreaks) and of firefighting.</li> <li>c. Environmental education actions</li> <li>d. Access granting guarantee</li> <li>e. Placement of signposts</li> </ul>	Anthropic actions and community opinion: Quarterly
<b>HCV 6</b>	Areas with special cultural, archaeological, or historical meaning at the global or national level and/or of critical importance for the traditional culture of local communities, indigenous peoples or traditional peoples.	<ul style="list-style-type: none"> <li>a. Patrimonial damage and depreciation</li> <li>b. Operational damage</li> <li>c. Water availability</li> <li>d. Fire</li> <li>e. Loss of access to cultural values and resources</li> </ul>	<ul style="list-style-type: none"> <li>a. Devaluation or loss of cultural identity;</li> <li>b. Deterioration of the cultural, historical or archaeological heritage;</li> <li>c. Disfigurement of places with cultural</li> </ul>	<ul style="list-style-type: none"> <li>f. HCVA identification or SML</li> <li>g. Open dialog with the community</li> <li>h. Identification on the operation maps</li> <li>i. Maintenance of physical structures</li> </ul>	
<b>SML (Special Meaning Location)</b>	It is a natural or anthropic area or an area with infrastructure used by communities for cultural or religious events.				Anthropic actions and community opinion: Biannually





# Biodiversity management

Suzano understands Biodiversity Monitoring as the follow up of development and changes in components and parameters of the landscapes and communities of fauna and flora, aiming to assess the effects of forest management on the environment.

## Fauna

The primary data consist of information gathered in previous monitoring that complement the primary data gathered in the field in Suzano’s areas. In 2021, the biodiversity monitoring was carried out in an integrated way, encompassing the states of Bahia, Minas Gerais and Espírito Santo.

At Mucuri unit, 12 HCVA are part of the biodiversity monitoring program: Bloco 9 I-II, Bloco 9 III- IV, Fábrica, Água Vermelha, Bloco 34, Bloco 5, Bloco 2, Bloco 48, Alcoprado, Complexo Rio Itanhentinga and Complexo Aparaju, located in Bahia, and

Brasília\*, located in Minas Gerais. The eucalyptus crop in Pedra Azul farm is also monitored.

Birds accounted for 440 species in the FBU’s database. The last monitoring, in 2021, recorded 191 species.

Mammals of medium and large size sum up 62 species, of which 20 were identified in the last monitoring in 2021.

## Species registered up to the last monitoring in 2021



**440**

Bird species



**62**

Mammal species



**1,113**

Plant species



**37**

Species of Amphibians



**27**

Species of Reptiles



Tayra footprint (*Eira barbara*)



Gray brocket (*Mazama gouazoubira*)

\*History of biodiversity database reviewed and updated in 2021





Imbiriba (*Eschweilera ovata*)

## Flora

**In the monitoring of flora, 1,113 species were recorded. The last monitoring, conducted in 2021, recorded 311 species of flora.**

With the vegetation and fauna inventory in the company's area, it's possible to develop recommendations to keep and/or improve the conservation of species, such as environmental restoration of priority areas and protection against fire. Continuous monitoring generate knowledge that base the improvement of environment management techniques, contributing to local the biodiversity preservation.

The chart below shows the species according to the level of endangerment as per the IUCN's Red List of Threatened Species and the National List (IBAMA) identified in the 2021 monitoring.

### NUMBER OF THREATENED SPECIES IDENTIFIED IN THE LAST MONITORING IN 2021



The Mucuri Unit flora presents a diversity of  
**1,113 SPECIES**



## ENDANGERED SPECIES IDENTIFIED IN THE MONITORING OF FAUNA AND FLORA (2021) AT FBU BA

Group	Species	Popular name	IUCN Red List	National list MMA	State list BA	State list MG
Birds	<i>Amadonastur lacernulatus</i>	White-necked hawk	VU	VU	-	CR
	<i>Amazona farinosa</i>	Southern mealy amazon	-	-	VU	CR
	<i>Amazona rhodocorytha</i>	Red-browed amazon	VU	VU	EN	EN
	<i>Attila spadiceus uropygiatus</i>	Bright-rumped attila	-	VU	-	-
	<i>Campephilus robustus</i>	Robust woodpecker	-	-	VU	-
	<i>Campylorhynchus turdinus</i>	Thrush-like wren	-	-	-	CR
	<i>Herpsilochmus pileatus</i>	Bahia antwren	VU	VU	-	-
	<i>Procnias nudicollis</i>	Bare-throated bellbird	-	-	VU	EN
	<i>Ramphastos vitellinus ariel</i>	Channel-billed toucan	EN	-	-	-
	<i>Rhynchocyclus olivaceus</i>	Olivaceous flatbill	-	-	-	EN
	<i>Rhytipterna simplex</i>	Greyish mourner	-	-	-	VU
	<i>Schiffornis turdina</i>	Brown-winged schiffornis	-	-	-	VU
	<i>Touit surdus</i>	Golden-tailed parrotlet	VU	VU	-	CR
	<i>Veniliornis affinis</i>	Red-stained woodpecker	-	-	-	CR
Mammals	<i>Alouatta guariba guariba</i>		CR	CR	CR	CR
	<i>Callicebus melanochir</i>		VU	VU	VU	EN
	<i>Herpailurus yagouaroundi</i>		-	VU	VU	-

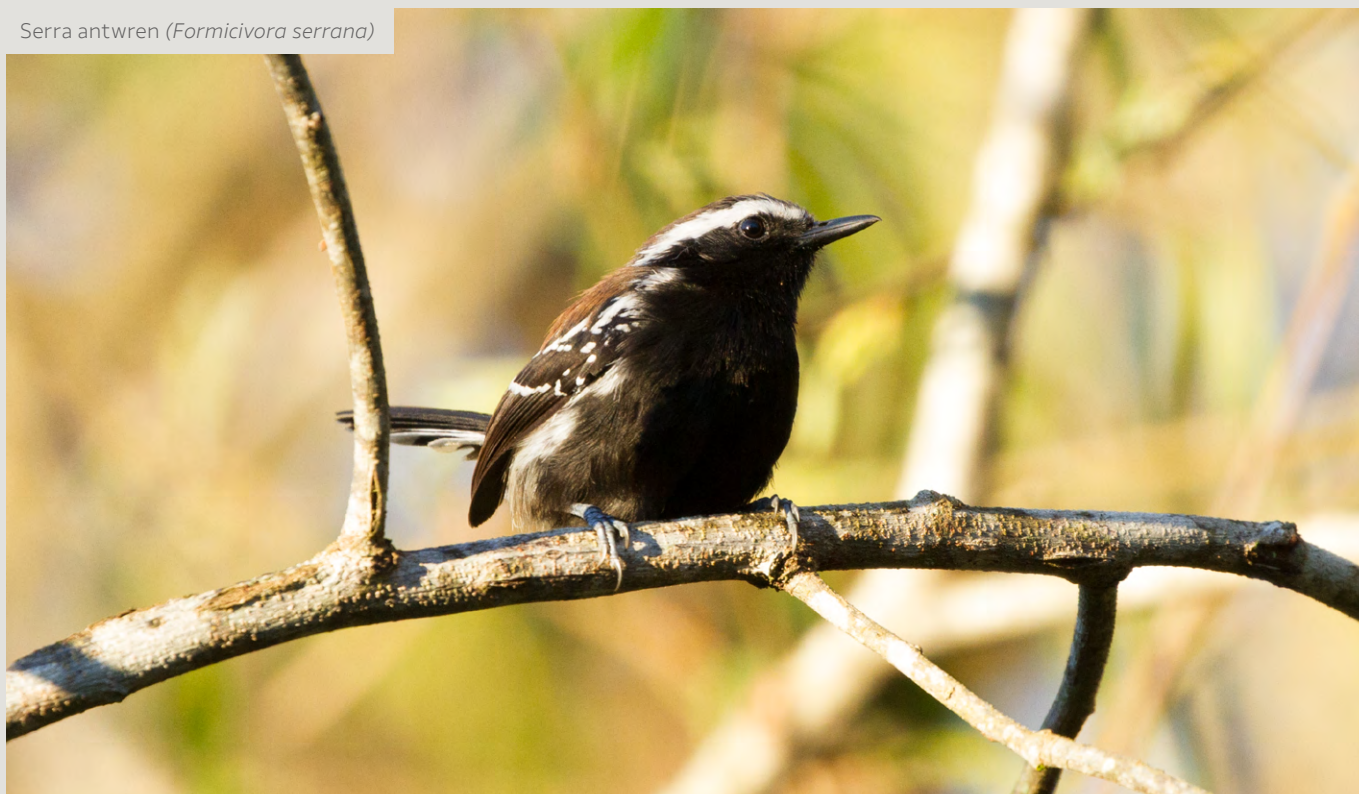


*Piper corcovadensis*



Group	Species	Popular name	IUCN Red List	National list MMA	State list BA	State list MG
Flora	<i>Campomanesia macrobracteolata</i>		-	VU	-	-
	<i>Chrysophyllum splendens</i>	Bapeba-pedrim	VU	-	-	-
	<i>Euterpe edulis</i>	Jussara palm	-	VU	-	-
	<i>Faramea bahiensis</i>		-	VU	-	-
	<i>Hirtella insignis</i>		-	EN	-	-
	<i>Hornschurchia polyantha</i>		-	-	VU	-
	<i>Inga hispida</i>	Ingá-de-linhares	VU	-	-	-
	<i>Inga única</i>		VU	VU	-	-
	<i>Joannesia princeps</i>	Boleira	VU	-	-	-
	<i>Manilkara longifolia</i>	Massaranduba	EN	-	-	-
	<i>Melanoxylon brauna</i>	Braúna	-	VU	-	-
	<i>Mezilaurus navalium</i>	Tapinhoã	VU	EN	-	-
	<i>Myrcia neoestrellensis</i>		CR	-	-	-
	<i>Myrcia sucrei</i>		VU	-	-	-
	<i>Naucleopsis oblongifolia</i>		VU	-	-	-
	<i>Ocotea odorifera</i>	Sassafrás	-	EN	-	-
	<i>Ocotea pluridomatiata</i>	Canela-pimenta	EN	-	-	-
	<i>Pouteria pachycalyx</i>		CR	VU	-	-
	<i>Sloanea obtusifolia</i>		-	EN	-	-
	<i>Sorocea guilleminiana</i>	Folha-de-serra	VU	-	-	-
<i>Tabebuia cassinoides</i>		-	EN	-	-	
<i>Trichilia silvatica</i>		VU	-	-	-	

Serra antwren (*Formicivora serrana*)





## Monitoring of water resources

Suzano assesses the effects of its crops on the quality and quantity of water resources through a representative monitoring network according to the scale and intensity of plantings.

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One of the mechanisms applied for the maintenance of water resources is based on natural control developed across evolutionary processes of the landscape. One example is the well-known relationship between forest coverage and water resources, mainly on Permanent Preservation Areas, aiming to comply with the legislation and the conditionals of forest operation licenses.

From the lab results it is possible to build an assessment of the monitored areas, in order to set a possible relation between the eucalyptus crops and the surface and underground water conditions located in its area of influence.

This program's execution consists of two monitoring campaigns. These campaigns gather quali-quantitative data from surface and underground water in areas near eucalyptus crops using in situ measurements of some parameters and collecting samples for lab analysis.

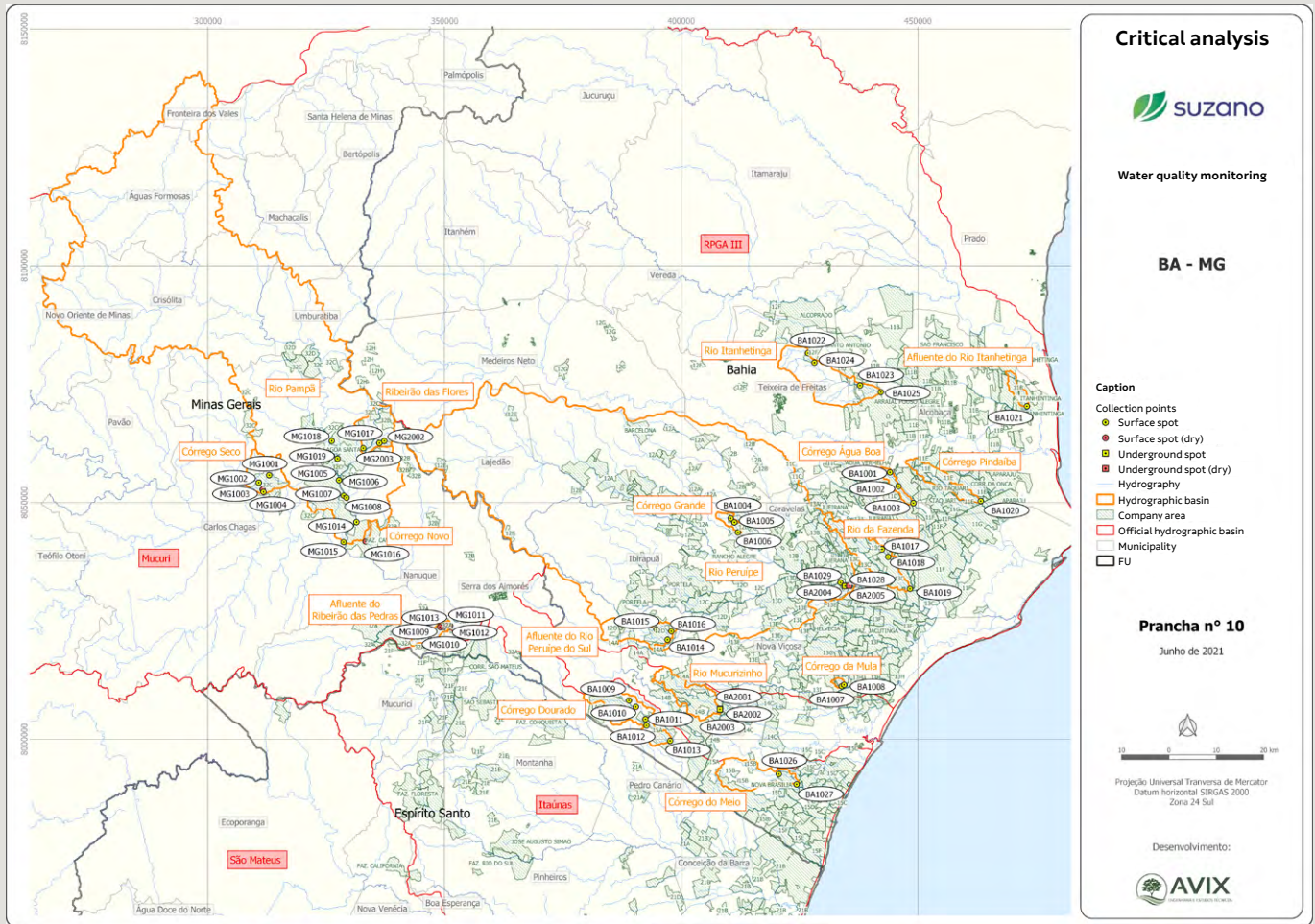
Studies on water quality and flow show no negative impact to the environment associated with the eucalyptus crops.

Below there's a map of the official water basins, sub-basins and monitored sampling spots in the states of Bahia and Minas Gerais.





## LOCATION OF MICROBASINS (BA AND MG) AND WATER QUALITY MONITORING SPOTS





# Environmental aspects and impacts of the forest management

**Suzano is committed to adopting the best environmental practices to innovate in promoting a sustainable development**





Focusing on the sustainability of its processes, the company uses managerial instruments and tools that provide better environmental quality in its forestry activities. Managing environmental aspects and impacts, the FBU defines methodologies for the identification, assessment and control of environmental aspects and impacts (of its services, activities and products), seeking to minimize all possible adverse impacts and strengthen the beneficial ones.

Environmental aspects and impacts of forestry processes are identified and assessed considering the following social and environmental safeguards, among others:

- The new laws that apply to the business;
- Compliance with the current law;
- Identified regulatory marks;
- Obligations resulting from agreements and voluntary certifications;
- Change management for new products, services, activities and equipment.

Once identified the environmental aspects and impacts, mitigation, control and monitoring actions are established.

## Examples of environmental aspects and impacts of forest management

Type of impact	Adverse	Adverse	Benefic	Benefic
Environmental aspect	 <p>Water consumption</p>	 <p>Risk of fire outbreak</p>	 <p>Carbon absorption</p>	 <p>Improvement of ecological processes</p>
Environmental impact	Scarcity of water resources.	Alteration in the physical quality of soil.	Reduction of greenhouse effect.	Biodiversity recovery.
Control measure	<ul style="list-style-type: none"> <li>- Physical control: hydrometer and irrigation controller.</li> <li>- Grant limits.</li> </ul>	Fire control systems and fire brigade teams.	CO <sub>2</sub> sequestration by forestry production and conservation areas.	<ul style="list-style-type: none"> <li>• Restoration of degraded areas;</li> <li>• Conservation of PPA and LR.</li> </ul>





Since 2010,  
**13.9 K Ha**  
of restoration were implanted  
in FBU BA areas

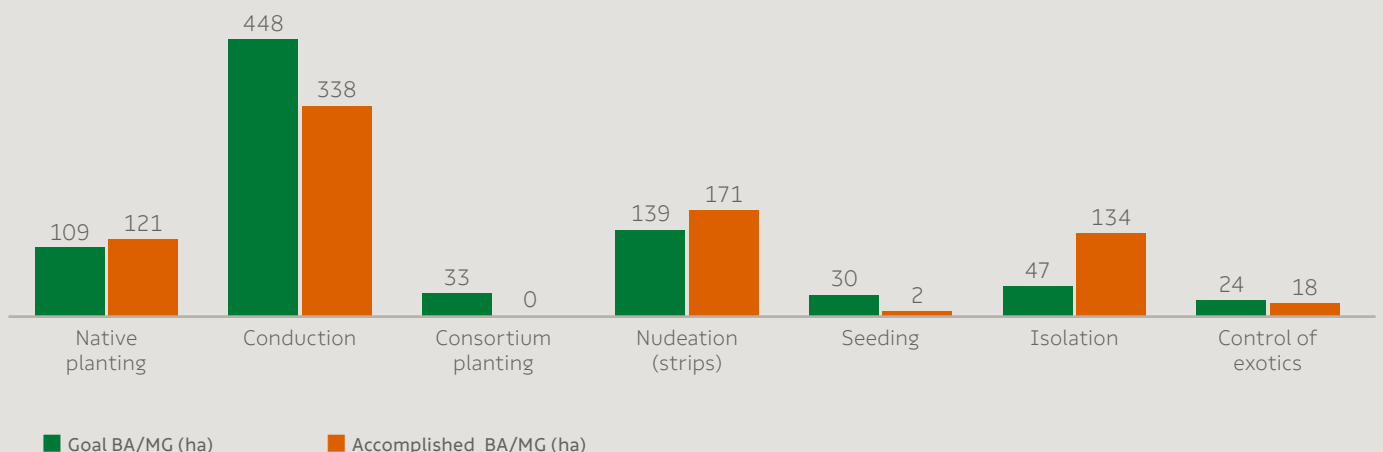
## Ecological Restoration

As part of its commitment with the environment, Suzano promotes restoration actions on its Permanent Preservation Areas, Legal Reserves and in all states where it operates. It is one of the largest Brazilian restoration programs, encompassing two biomes considered as hotspots of biodiversity - the Atlantic forest and Cerrado - and the transition area Cerrado - Amazon forest.

**To emphasize this commitment, the company is a signatory of the Pact for the Restoration of the Atlantic forest, an initiative that aims to restore 15 million hectares in the country until 2050.**

In 2021, 783 hectares were implanted. In addition to the implantation activities, 5,201 hectares were maintained with activities that include ant control, mowing, and chemical weeding in the states of Bahia and Minas Gerais. In total, operations to eliminate exotic and invasive species were carried on 65 hectares, encompassing areas of forest and pasture to be recovered, to open way to the implantation and maintenance transfers. All implanted areas are monitored to evaluate the techniques adopted and indicate whether management is necessary focusing on the ecological succession and resulting recovery.

The Ecological Restoration Program contributes with an increase in biodiversity and the creation of several environmental services in its area of operation using the following restoration methods: planting of native species seedlings from the Atlantic forest, implementation of natural regeneration, invasive species control, and isolation of protected areas. The best technique is defined according to the environmental conditions of the area to be restored, as well as its potential for regeneration, history of land occupation and possible degradation factors.





# Solid waste management

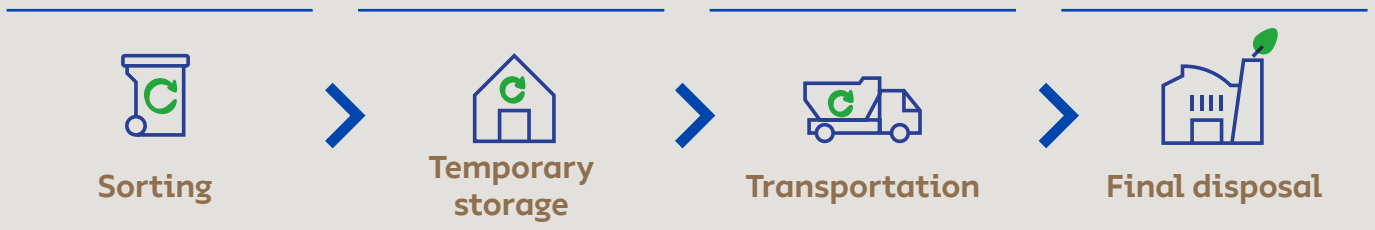
Suzano’s Solid Waste Management procedure adopts practices to classify, separate, store, collect, transport, and dispose of waste produced in forestry operations and activities, aiming to:

- Reduce waste production;
- Reuse residues, optimizing its use before disposal;
- Recycle residues;
- Adequately process waste;
- Ensure the proper disposal.

Waste management in the forest areas is performed according to the effective legislation. Waste is forwarded according to its classification to recipients that undergo a rigid process of evaluation and approval. Class I waste (Hazardous) might be sent for co-processing, recycling and licensed Class I landfills. Class II waste (non-Hazardous) are sent for recycling or licensed landfills, depending on its physical characteristics.

Packages of pesticides used in forestry operations are sent to licensed Empty Crop Protection Packages Receiving Units for reverse logistics.

## Waste management steps



- Recycling
- Reuse
- Reverse logistics
- Co-processing
- Licensed landfill



## Ecological training

The Environmental Training Program disseminates environmental information and practices to raise awareness among its participants about sustainable attitudes and behaviors capable of transforming the socioenvironmental reality.

To reach both the internal and external audiences, this Program was divided in different activities and projects in line with the reality of each target audience.

### Program Flona Rio Preto (Rio Preto National Forest)

This initiative is a partnership with FLONA Rio Preto and it is aimed at the students from the north of Espírito Santo and far south of Bahia. Since the beginning of the project, in 2017, 4,293 students were impacted.

### PEA (Economically Active Population) Extractivist

Program focused on the traditional extractive communities of Caravelas and Nova Viçosa. In 2021, activities were developed in different lines of work, targeting a great audience, from fisherman, marisqueiras (shellfish collectors), to their families.

### Internal Environmental Training

Program that targets Suzano's employees and collaborators. In 2021, 33 trainings were conducted.





# Springs of Mucuri

In 2017, the program Springs of Mucuri was implemented with the objective of preserving the Mucuri river, thus fostering the preservation of its headwaters and surroundings.

This place was chosen due to the remaining Atlantic Forest vegetation and its high relevance to the survival of the Mucuri River, even though there aren't any units of Suzano in the area where the project is being developed.

It concerns one of the most diverse biomes and one of the most threatened in the planet and has great importance because it is the water source for our operations in Mucuri and it holds an asset on which many communities and economic activities rely: the Mucuri river basin.

The river is born in the northeast of Minas Gerais and drains in the south of Bahia, running for 446 kilometers in an area of about 15,400 square kilometers and 537 thousand residents. In the last few years, the region has been suffering with the reduction in the river water flow, a result of the deforestation and resulting degradation of the water resource, with the silting of marshes, water heads and water courses.

The drought hit the region and compromised the population's water supply; living in municipalities of limited infrastructure, this population resorted to alternative sources from outside, which impacted livestock producers and local fishermen, who had to stop their activities and had their income affected.

In this context, the program Springs of Mucuri promotes environmental education and qualification of the local producers to consolidate a preservation culture.



## Numbers until 2021



**490**

springs being restored.



**36 K +**

planted saplings



**11,340**

people engaged



**1,510**

rural properties visited



**4,639**

hours dedicated to socioenvironmental education



**14**

institutional and funding partners

*State Institute of Forests (LEF); Environmental Protection Area Alto do Mucuri; Banco do Nordeste; Hydrographic Basin Committee Alto do Mucuri; Municipal Council for Sustainable Rural Development Ladainha; CMDRD Malacacheta; Calmeia Poté; Emater Ladainha, Malacacheta, Poté and Teófilo Otoni; Gepaf – UFVJM; IFNMG Teófilo Otoni and São João Evangelista; Ima; Ong Pro Rio Todos os Santos and Mucuri; Environment Police Malacacheta and Teófilo Otoni; Funai*



In 2021, we maintained the evolution and improvement of the project, when we started working with the rural families and addressing the use land, because we believe that it's important to care not only for the environmental assets, but also for the families living there, that could develop activities of great environmental impact, should they perform agricultural activities that are not adequate.

In that sense, 150 families have started what we call agroecological transition plan - a methodology brought from our Rural and Territorial Development Program (PDRT), already consolidated in many Brazilian states. With this improvement, we believe in a wider economic, food and environmental safety to the properties in the northeast of Minas Gerais, where the Mucuri basin is located.

## 150 FAMILIES

already started transitioning  
to agroecology





# ACKNOWLEDGMENT OF AND RESPECT FOR PROFESSIONALS





# 11

ACKNOWLEDGMENT  
OF AND RESPECT FOR  
PROFESSIONALS

## Safety, Health and Quality of Life

The valuation of, and respect for, our professionals are Suzano's commitment. Safety and health management is one of Suzano's priorities. The company encourages all individuals to take responsibility for safety and spares no resources to further reduce the rate of accidents.

The Occupational Health and Safety Management program provides guidance on the registration of events in and outside the company, providing the Safety Department with the elements required for the development of awareness campaigns that extrapolate the management boundaries and contributes significantly to the quality of life of employees, their families and the communities surrounding Suzano's areas of operation.

Checking and ensuring work safety and health conditions, as well as the use of safety devices, are also covered by the collective agreement signed with the employees' representative entities. All events related to the employees health and safety are registered and monitored based on a corporative standard for the communication of accidents, incidents and occupational disease.





The main programs developed by Suzano to ensure safety at work involve the preparation of documents that seek to identify the risks of accidents such as the Preliminary Risk Analysis (APR), Work Risk Observation (OPA), Safety in the Area, and work permits.

All activities are checked and monitored for belowstandard conditions and practices (Fique Alerta / DNA - “De Olho na Área”) and approached by programs as the Program for Medical Control of Occupational

Health (PCMSO). The system is composed of different groups and committees that help monitoring and provide guidance on safety and health conditions. The initiatives aim to establish and maintain a responsible and transparent relationship with all employees in order to adopt the best existing practices in the industrial, forestry and administrative units. This process helps to build Suzano’s reputation among its key relationship public and seeks to explore synergies and to better employ our professionals talents.



### FBU-BA FOREST OPERATIONS SAFETY PERFORMANCES

Safety indicators	2021
Accident frequency rate (own and outsourced)	0.33
Severity rate (own and outsourced)	350
Level of perception regarding knowledge of the Integrated Security Management System	94%



# Workforce Qualification

The company contributes to the generation of local jobs by improving the economic activities in the region of operation.

Our collaborators and outsourced are offered personal and professional development opportunities. All collaborators take part in training activities that address not only technical aspects of the operation, but also subjects such as ethics and human rights. The welfare of every employee and level of satisfaction with the company are also closely monitored through organizational surveys.

The company conducts a structured process of integration of new employees and permanent outsourced that aims to facilitate their adaptation into the work environment, the organizational culture, concepts and drivers, environmental conservation, code of conduct, the management system and relationship with stakeholders.

Suzano has a benefits policy aligned to the good practices of the market and to its employees' expectancies. The benefits granted represent a significant value for the company and its employees, and are managed in order to ensure the best quality level and provide comfort and satisfaction.



### JOB CREATION AT FBU-BA FORESTRY UNIT

Own*	1,496
Outsourced*	1,242
<b>Total</b>	<b>2,738</b>

\*Dec/2021 data





# SOCIAL MANAGEMENT



# 12

## SOCIAL MANAGEMENT

Suzano prioritizes clear and straightforward actions toward social and environmental investments.

With this end, the company considers a set of specific actions aimed at the different audiences influenced by its activities.



# Management of relationship with stakeholders

Suzano’s relationship strategy is to ensure social and business legitimacy through the long-term strengthening of its interaction with neighboring communities and the integration of their interests into forestry business management.

Suzano’s relationship with the communities surrounding its operations follows the following approach:



## 1. PRIORIZATION MATRIX

Process of characterization of the area where Suzano is present to guide the activities with social impact to be adopted in each case. This study provides an assertive guidance for social investment and other actions for local engagement.



## 2. ENGAGING

Structured, inclusive and continued relationship, where the company plays the role of a partner to foster the local development. Takes place on the communities most impacted by Suzano’s operation.

In rural communities, engagement is promoted by programs for income generation such as the Rural and Territorial Development Program (PDRT), Invitation letters, craftsmanship production chain, fishery and circular economy.



## 3. OPERATIONAL DIALOG

It is a channel for direct communication through which the company informs the residents of neighboring communities about the forestry operations scheduled in that region according to an annual planning of activities, and discusses impacts and mitigation actions.

This process also integrates annual visits to ensure a continuous relationship with the neighboring communities.





# Management of social impacts

Suzano understands “social impacts in the communities” as any changes (harmful or beneficial) caused entirely or partially by its forestry operations within a radius of three kilometers of its properties or areas leased for eucalyptus production.

The model of social impacts management seeks to eliminate, reduce or compensate the negative impacts through management practices, socioenvironmental investment, and continuous control and mitigation actions.

Despite all measures taken to prevent and mitigate adverse impacts, unpredictable losses and damages can still occur, directly affecting the communities resources or livelihood. In this case, these losses and damages are compensated and mitigated, in common agreement and according to the particularities of each case, in a fair and balanced way.

In the following, examples of adverse social impacts from forestry management and the corresponding mitigation and prevention measures are presented. For conflict resolution, disputes and compensations involving rights of use, possession and control of the land, the company has defined directives that prioritize a friendly and fair solution for the parts.

## Examples of adverse social impacts and controls

Activities	Social impacts	Preventative and mitigation measures
Application of crop protection products	Inconvenience caused by drift* to neighboring areas	<ul style="list-style-type: none"> <li>• Use of products authorized by the environmental bodies</li> <li>• Signaling of the areas</li> <li>• Training of employees that apply the products</li> <li>• Maintenance of equipment used for the application</li> <li>• Operational dialog and management of incidents</li> </ul>
	Increase in the risk of accidents	<ul style="list-style-type: none"> <li>• Use of up-to-date equipment and trained and qualified teams</li> <li>• Signaling and guidance offered to the community to prevent people from approaching machinery during operation</li> <li>• Operational dialog and management of incidents.</li> </ul>
Forest harvest	Change of landscape (visual) and loss of reference	<ul style="list-style-type: none"> <li>• Placement of warning signs</li> </ul>
	Noise	<ul style="list-style-type: none"> <li>• Negotiation of time slots for the operations</li> </ul>
	Increase in the risk of accidents	<ul style="list-style-type: none"> <li>• Reduced and controlled velocity</li> <li>• Compulsory stops to check and tighten the load</li> <li>• Safe driving voluntary campaigns</li> </ul>
Timber transportation	Dust	<ul style="list-style-type: none"> <li>• Reduction of dust with moistening of the roads (tank trucks)</li> </ul>
	Damage of the road network	<ul style="list-style-type: none"> <li>• Road maintenance during operations</li> <li>• Monitoring and control of load weight of the timber trucks</li> </ul>
	Noise	<ul style="list-style-type: none"> <li>• Negotiation of time slots for the operations</li> </ul>

\*Drift: phenomenon of spray drops carry



## Analysis and monitoring of processes of relationship with stakeholders

All the demands concerning forestry operations, identified in the engagement processes, and operational dialogs are critically assessed and validated by the operational areas to review the social impact matrix and improve Suzano's forest management.

### EFFECTIVENESS OF THE SOCIOENVIRONMENTAL IMPACTS MITIGATION ACTIONS

Area	Category	Name of monitoring	Indicator	Results 2021
Social	Social impacts on the communities	Investment in the community (GRI EC1)	Amount of money invested in social projects/programs	R\$ 8,297,453.12
			Communities/localities benefited by the projects of the Unit	72
			Rate of fulfillment of the annual dialog program	96.51%
		Operational dialog and participative agenda	Rate of satisfaction with the solutions for the incidents	90.33%
			Rate of effectiveness of mitigation actions	93.33%
			Complaints about damage caused by management	Number of incidents reported
		Average time to respond complaints	70.66 days	





# Social Investment

Socioenvironmental investment is the voluntary transference of private resources in a planned, monitored and systematic way to social, environmental and cultural projects of public interest that contribute to the development of the communities where Suzano operates. Such investments are segmented into four types of interventions:

## Cooperation

One-off support that require a counterpart from the applicant and is applied to community assets. Are necessarily related to the needs of forest and industry operations, expertise and products from Suzano’s business..



## Sponsorship

Granting of resources, whether financial, material and/ or services provided by Suzano to enable certain activity or event. It is considered a communication tool because the main expected results are: increase in notoriety and favorability of the sponsor’s brand within its target audience or sponsored event; increase in the sponsor’s exposure with the media; contact with stakeholders directly or indirectly connected to the sponsor’s business.

## Donation

Financial contribution or one-off spendings that meet the demands of institutions, bodies or individuals representing the community that are non-profit and do not require a counterpart.

## Project

Are social investments planned and developed within the scope of a certain program, with well-defined purpose and duration (objectives, goals, deadlines, process indicators, results and impacts and responsibilities).





## Socioenvironmental programs and projects

The Social Programs and Projects take place mainly after the identification of the level of influence of the enterprise on the community, the socioeconomic aspects of each one (level of organization, vulnerability degree, etc.) and the partnership level (company and community). They arise also from the communication processes, in line with the social pillars of Suzano.

The extension in which such programs and projects are carried out, in the community, derive from the following factors:

- The communities and municipalities social and economic vulnerability;
- The influence of Suzano's forest management on the municipality and community areas;
- Relationship and social investment history in the communities and municipalities;
- Number of communities directly affected by Suzano's forest planting in the municipality;
- Communities interest and availability in taking part in the programs and projects;
- Public authority's interest and availability to co-participate or support such programs and projects;
- Budget availability.

The lines of action that the social projects can follow can be the promotion of education and culture for the community, the regional development through income generation, or the improvement of the community's relationship with the environment.





## Social programs and projects

Project/Program	# of participants	# of municipalities	# associations/entities	Results 2021
Rural and territorial Development Program	2,619	8	47	PDRT allowed the generation of over 17.5 million reais in products and food traded or consumed, relative to a production of about 15.7 million kg.
Beehives program	142	4	6	Beehives allowed the generation of over 2 million reais in products and food traded or consumed, relative to a production of about 160 tons of apis and melipona products.
Basket delivery*	150*	7*	7*	The program has boosted the commercialization of over 11 tons of food items in 2021, in the states of Bahia and Minas Gerais. With consumers adhering largely, it delivered 1,395 food baskets, generating more than R\$60 thousand in gross income in 2021, a result that has helped to reduce the economic impact of the pandemic on family agriculture in the region.
Calls (Regional and Quilombola)	700	7	19 (5 Quilombolas) and 14 Locals)	Aims to support projects for the generation of jobs, work and income proposed by Civil Society Organizations, Cooperatives, Individual microentrepreneurs, family farmers of local communities and quilombolas, located in the company's areas of operation in the states of Bahia and Espirito Santo
Agente do Bem	3,134	1	-	Creation of regional teams (collaborators and outsourced) to expand and implant the program in all units: focal points for the regional management of the program and dissemination of the cause; creation of the communication team (representatives of regionals and corporate) on the sexual violence against children and adolescents; expansion of campaigns for guidance and mobilization for the protection of children and adolescents' rights and in defense of women in all units; conduction of the fast local diagnostic of all municipalities.
Fishermen Community engagement	2,325	3	7	In 2021, the program allowed the generation of over 1.3 million reais in products and food traded or consumed in the fishery chain, relative to a production of about 97 thousand kg.
Suzano's program for education	1,295	6	*	<p>Suzano's program for education acts by engaging the secretariats for education, schools, students, families and communities to face the challenges of education and build collaborative solutions for them.</p> <p>This program brought significant impact to the territory, such as:</p> <ul style="list-style-type: none"> <li>• Acknowledgment of the importance of the collaboration between municipalities in the implementation of actions with higher quality and broader reach.</li> <li>• Promotion of continuous training for all actors of education.</li> </ul> <p>In 2021, over 58 thousand people were impacted by the actions developed in the program</p>
Sustainable Settlements	2,304	3	5	The project acts in 5 settlements, that represent an area of 10,661.41 hectares, with 576 families and approximately 2,300 people.

\*Amounts relative to Basket Delivery initiative are already integrated into PDRT and Beehives results.



Project/Program	Description	Results 2021
Program Voluntariar	<p><b>Formare</b></p> <p>Developed in 2005, Formare provides qualification for young people in situation of social vulnerability for the job market. The project offer training in manufacturing process operation and used to take place at Suzano's units (SP), Mucuri (BA) and Imperatriz (MA). The initiative has now expanded to Três Lagoas-MS and Aracruz - ES. With this, Suzano will become one of the companies with the largest number of Formare schools in Brazil.</p> <p><i>Implementing partner: Iochpe Foundation</i></p>	<ul style="list-style-type: none"> <li>• 13 classes graduated</li> <li>• 20 students in 2021.</li> </ul>
	<p><b>Suzano at the school</b></p> <p>Developed in partnership with Junior Achievement since 2009, Suzano at the school has the objective of awakening the entrepreneurship spirit of young people, sharing knowledge and experiences to provide an educational background, thus widening their views on the job market and the business world.</p>	<ul style="list-style-type: none"> <li>• 21 volunteers from the region of Bahia</li> <li>• 4<sup>th</sup> edition: 28 active young people in the regions of Mucuri, Itabatã, Nova Viçosa and Posto da Mata (BA), and Conceição da Barra, Braço do Rio and Sayonara, (ES)</li> </ul>
	<p><b>Contributing to the future</b></p> <p>The mentorship program Contributing to the future aims to promote volunteer work among the Trainees, to act as mentors for LGBTQIAP+ college students of regions close to our areas of operation (Bahia, Ceará, Espírito Santo, Maranhão, Mato Grosso do Sul and São Paulo). This project is an initiative of the program Voluntariar in partnership with the area of People and Management and Squad Diversity, with the Joule methodology.</p>	<ul style="list-style-type: none"> <li>• 9 volunteers from the region of Bahia</li> <li>• 29 people impacted (4 from the region of Bahia)</li> </ul>
	<p><b>People who promotes transformation – ENEM</b></p> <p>Pilot project of preparation for ENEM examination and professional mentorship with volunteers. Developed in partnership with Instituto Joule, the initiative has benefited young black people, strengthening our commitment to generate and share value through education and to foster diversity.</p>	<ul style="list-style-type: none"> <li>• 13 young people impacted in Bahia</li> <li>• 06 volunteers from Bahia</li> </ul>
	<p><b>Together we are more Fund</b></p> <p>Charitable fund to raise resources to be used to buy staple products baskets with food and hygiene items. Those items are then destined to social institutions that assist several populations and were impacted by the coronavirus pandemic.</p>	50 baskets donated in Nova Viçosa (BA) - COPM - Association of the community development
	<p><b>Partnership: Festival Protagonista do Agora</b></p> <p>Done by Junior Achievement in partnership with StartSe and supported by several companies with the aim of restoring the interest of young people for learning. This Festival, which was 100% online, has contents, games, dynamics and tools distributed along several social media and digital platforms. More than 11,500 young people were impacted with access to general subjects and a customized trail, according to the character chosen in the Game <i>Vuca</i>.</p>	123 young people impacted





## Performance and main indicators of forest management

Aspect	Process Resp.	Monitoring	Indicators of monitoring	Un.	Goal 2021	Actual . 2021	Critical analysis	Actions	Systems/ Data base	Frequency
Economic	Harvest	Productivity of Forwarding	Productivity of FWs	M <sup>3</sup> /h	59,51	58.21	Productivity slightly below the expected in the Basic Plan due to an increase in the workforce under development.	Assignment of project to increase productivity and insertion of development technicians into the harvest modules.	SAP, OneDrive and Power BI	Daily
	Harvest	Productivity of harvest	Productivity of harvesters		19,72	19.46				
	Social Develop.	Operational dialog and participative agenda	Participants from the communities involved - Operational dialog	#	Not applicable	729	In 2021, due to the pandemic, most of the Operational Dialogs took place via phone calls, returning gradually to in-person dialogs.	The indicator does not anticipate goals due to the variability that follows planning and execution of operations during the year. The measure adopted by Social Development Management is fulfillment of the plan in its entirety and changes indicated by operation, considering communication and dialog with stakeholders.	SISPART Portal of socioenvironmental management	Monthly (SISPART) Biannual/ Annual
Social	People and management	Workforce	Hiring of local workforce	%	Not applicable	BA: 84 MG: 60	The state of Minas Gerais has 853 municipalities; the region where the company operates is not necessarily consolidated in the forestry segment (metallurgy, mining), which makes people migrate from other regions or states.  In 2021, 79 workers were admitted in MG, of which: 47 collaborators resided in the region and 32 in other states (ES, BA and MS), representing 60% of local workforce.  In 2021, 271 workers were admitted in BA, of which: 228 collaborators resided in the region and 43 in other states (ES, MG and RJ), representing 84% of local workforce.	To publicize the job positions, in addition to the Kenobi system (career platform), other means of communication are being used, such as: partnership with Senai and Sine in the region and the Agrobases website (digital agency focused on agribusiness and related areas).	Power BI System	On demand



Aspect	Process Resp.	Monitoring	Indicators of monitoring	Un.	Goal 2021	Actual . 2021	Critical analysis	Actions	Systems/ Data base	Frequency	
Environmental	Asset intelligence	Fire	Fire - crop	Ha	Burning of 2 hectares per fire spot	Burning of 2.9 hectares per fire spot	High temperatures and long drought periods. In 2021, rainfall occurred in November and December.	<ul style="list-style-type: none"> <li>Investments in technology and innovation for the firefighting structures and monitoring systems and replacement of vehicles and equipment.</li> </ul>	IP and Zenith databank	Daily updates	
			Fire - preservation		Goal not defined	Burning of 2 hectares per fire spot	In addition to that, there are fires considered accidental, that begin at the edge of the roads, in private areas, are initiated by electric malfunction, or natural phenomena, or even by criminal action, that, along with the high temperatures, contribute to an increase in the number of events	<ul style="list-style-type: none"> <li>More engagement with social programs and educational activities.</li> <li>Training and activities for the enhancement of Fire fighting techniques.</li> <li>Implantation of extra teams for surveillance and firefighting in critical periods.</li> </ul>			
	Logistics	Distance	Wood residues	Donation of tips and branches	R\$	Not applicable	R\$ 6.2 M (estimated raised value)	Donation of tips and branches has been deemed an excellent proposal for income generation within local communities and commerce and add value to the families that depend on this resource as the sole source of income and subsistence.	Maintenance of donations of tips and branches to the communities.	Data base IP	Monthly updates
			Average radius	Km	112.00	104.00	Change in the supply plan strategy.	Frequent follow up of the indicator and monthly updates in planning	SAP	Real time	
Environment	Environmental education program	Number of people impacted by the environmental education program (external)	Nº	<p><b>Ciência Escola Em Ação Channel</b></p> <ul style="list-style-type: none"> <li>Students impacted: 90.....59</li> <li>Schools participating: 2.....2</li> <li>Videos produced: 7.....6</li> </ul> <p><b>Mural of the extractive worker</b></p> <ul style="list-style-type: none"> <li>Shared materials: 10/month.....96</li> <li>People impacted: 60% of the target.....60%</li> </ul> <p><b>Course Young Leadership</b></p> <ul style="list-style-type: none"> <li>Participants: 40.....34*</li> <li>Courses/year: 1.....2**</li> </ul> <p><b>Environmental education course as a tool for digital inclusion</b></p> <ul style="list-style-type: none"> <li>Participants: 40.....31</li> <li>Courses/year: 2.....2** (one per semester)</li> </ul>	External programs concluded in the municipalities of Nova Viçosa and Caravelas: Ciência Escola Em Ação Channel, Wall of the extractive worker, Course Young Leaderships, Environmental education course as a tool for digital inclusion	Data base MAF BAMGES	Monthly				

\*Priority was given to residents of Nova Viçosa, totaling 25 adolescents and young adults

\*\* First semester in Nova Viçosa and second in Caravelas



Aspect	Process Resp.	Monitoring	Indicators of monitoring	Un.	Goal 2021	Actual . 2021	Critical analysis	Actions	Systems/ Data base	Frequency
Environmental	Environment	Environmental education program	Number of hours logged in the Environmental education program (Internal)	Horas	20.91	52.52	This result considers Units ES and BA/ MG Due to the COVID-19 pandemic, trainings were offered only remotely.		Training matrix MAF - BAMGES	Monthly
	Forestry	Forestry	Ant bait consumption	Kg/ha	3.94	4	Largest ant infestation.	Maintain monitoring and control according to recommendation.	ZFL98	Monthly
			Consumption of weed killer (glyphosate)		1.58	1.8	Use of larger dosage in of weed killer in the whole area in the maintenance areas due to resistance of invasive plants.	Revisit management plan to seek for new products and/or better assessment of the needs in each UP.	ZFL98	Monthly
Social		SSOMAR	Score obtained with SSOMAR		90	94.24	Maintain co-management of goals established for outsourced companies.	Maintain audits of SSOMAR in outsourced companies.	Presentation PPT Safety Committee; SSQV Portal	Biannually
	SSQV	DNA	Conclusion of deviations on DNA	%	80	86	Implementation of the application and campaigns with collaborators to promote the registry of incidents, deviations and positive observations into DNA (De olho na área) system to bring more practicality, agility and access. We are still working to have everyone better adapted to the system.	Maintain the task force along with operation and outsourced to check the registries and actions in the system to terminate, monitor and present the status during the meetings with the safety committees.	DNA system	Monthly
					85	91				
Economic	Nursery	Production of seedlings	Shipped seedlings	Mil	31,411.73	31,731.42	Larger planting physicals, demanding more seedlings. On the other hand, there was a reduction in the number of plants/ha, what helped to minimize the impact of relative to the plan.	Revisiting of the nursery planning to meet the demand.	Excel/SAP	Monthly
			Yield of seedlings	%	62.20%	0.547	Larger production of BA1175 material, with better rooting.	Previous definition of strategies for better efficacy of the annual planning.	Excel	Monthly



# COMMUNICATION WITH STAKEHOLDERS





Suzano is constantly in contact with its employees and with the several segments of society, keeping them up to date on its activities, and always keeping things clear, transparent and straightforward.

Among the most commonly used communication media are:

### Internal Audience

Corporate social media, Intranet, Printed and Digital newsletters, walls, Forest Podcast, Corporate TV, Manuals and Educational guides.

### External Audience

Press Relations, Website, Social media, Visitation programs, Annual reports, Management plan summary. In addition to those, the company maintains other communication channels, as described below.





## Communication with specific audiences

### Suzano Answers

0800 022 1727, (11) 3956-3959 or [suzanoresponde@suzano.com.br](mailto:suzanoresponde@suzano.com.br)

If you have any questions, suggestions for improvement, or complaints, please contact us. It is toll-free!

### Social media

-  Facebook  
[www.facebook.com/suzanoempresa/](https://www.facebook.com/suzanoempresa/)
-  Instagram  
[www.instagram.com/suzano\\_oficial/](https://www.instagram.com/suzano_oficial/)
-  Youtube  
[www.youtube.com/user/Suzanovideos](https://www.youtube.com/user/Suzanovideos)
-  LinkedIn  
[www.linkedin.com/company/suzano/](https://www.linkedin.com/company/suzano/)

### Ombudsman Suzano

Phones (toll-free)

Brazil  
**0800 771 40 60**

Abroad  
**Check for the specific numbers on the Suzano Ombudsman website.**

E-mail  
[ouvidoriaexterna@austernet.com.br](mailto:ouvidoriaexterna@austernet.com.br)

Website  
<https://ouvidoriaexterna-suzano.com.br/>

FBU BA/ES:  
**0800 283 83 83**

Corporate contact:  
**0800 022 17 27**







[www.suzano.com.br](http://www.suzano.com.br)