

Costa Verde Integrated System

CODE OF ETHICS AND CONDUCT
(INTEGRATED SYSTEM POLICY
AND SOCIAL COMMITMENT)

OVERVIEW

This manual includes the definition of the field of application, scope and boundaries of Porcelanas da Costa Verde's integrated system, it is an integral part of the Code of Ethics, in its article 5th, the Social Commitment, and in article 6th, the Integrated System Policy (CVIS).

Leonor Tavares



INDEX

Application field	3
Scope.....	3
Border	3
Organizational Context	4
STRATEGY.....	4
DECLARATION OF COMMITMENT FROM TOP MANAGEMENT	4
MISSION	5
VISION	5
VALUES.....	5
INTERESTED PARTS.....	6
GOAL – Article 1 st	6
FIELD/SCOPE OF APPLICATION - Article 2 nd	6
SUBSIDIARITY - Article 3 rd	6
SOCIAL COMMITMENT - Article 4 th	7
CVIS POLICY - Article 5 th	8
GOVERNANCE OF THE ORGANIZATION Article 6 th	9
CONTRIBUTION TO SOCIETY - Article 7 th	9
JUSTICE AND HONESTY - Article 8 th	9
COOPERATION AND TEAM SPIRIT - Article 9 th	9
Dedication and commitment - Article 10 th	9
COURTESY AND HUMILITY - Article 11 th	9
FLEXIBILITY - Article 12 th	9
GRATITUDE - Article 13 th	9
RESPECT FOR HUMAN RIGHTS - Article 14 th	9
FREEDOM OF ASSOCIATIONS AND THE RIGHT TO COLLECTIVE BARGAINING - Article 15 th	10
RESPECT FOR LAWS AND REGULATIONS - Article 16 th	10
NON-DISCRIMINATION AND EQUAL OPPORTUNITIES - Article 17 th	10
INTERPERSONAL RELATIONSHIPS/ Interpersonal Relationships - Article 18 th	10
SOCIAL RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT - Article 19 th	10
INTEGRITY AND TRANSPARENCY - Article 20 th	10
GENERAL CLAUSES	11
DUTY TO REPORT IRREGULARITY - Article 21 th	11
CODE ACCEPTANCE - Article 22 th	11
DISCLOSURE AND COMPLIANCE - Article 23 th	11
CONTINUOUS IMPROVEMENT AND CODE REVIEW - Article 24 th	11
DATA PRIVACY POLICY - Article 25 th	11
ENTRY INTO FORCE AND VALIDITY - Article 26 th	11

Disclaimer Inclusive Language

We chose to do without references to gender disaggregation, ignoring what is considered good practice, the use of inclusive language, given the extent of the content in this document. We understand that concerns in this area are reflected in our values, and are known to all our interested parties.

APPLICATION FIELD

The Costa Verde Integrated Management System (CVIS) is implemented in accordance with the requirements of the standards:

- ISO 9001 (Quality Management System);
- ISO 14001 (Environmental Management Systems);
- ISO 45001 (Occupational Health and Safety Management System);
- SA 8000 (Social Responsibility)
- ISO 50001 (Energy Management Systems)

It applies to all processes, activities, products, services and resources (including the fleet) of the company, which may have an impact on the environment and risks for workers, customers and other interested parties. It applies to environmental, energy and security risks that the organization can control and over which it is presumed to have influence.

Given the nature of Costa Verde and its products, requirement 8.5.1 f) of the ISO9001 standard is not applicable, as the output resulting from the production and service provision processes can be verified by subsequent monitoring and measurement.

SCOPE

Production of ceramic tableware and decoration items.

BORDER

Manufacturing facilities and offices located in the Vagos Industrial Zone.

ORGANIZATIONAL CONTEXT

Porcelanas da Costa Verde 's strategy is defined based on the analysis of the organizational context and the needs and expectations of relevant stakeholders. The definition of a coherent strategy depends on the targeted application of tools associated with the analysis of the company and its processes, since the processes are mapped and monitored through indicators, representing the most important activities of *Porcelanas da Costa Verde* .

The methodology adopted to identify these issues is the *SWOT analysis* which, as a result of this broad group's reflection on the organization's different processes, reflects the vision of all areas and their interfaces with the environment.

For this survey, multidisciplinary working groups are brought together which, in a workshop format, participate in brainstorming to define the *SWOT analysis* of the company and processes. Top management is represented and all resulting information was adjusted and validated in the document – Strategic Plan (respective year).

Additionally, aware of the importance of relevant stakeholders and their influence on the performance of *Porcelanas da Costa Verde* , a matrix was defined where their needs, expectations and requirements are expressed. This matrix is reviewed at least annually as part of a management review, or whenever there is a new relevant interested party (different from those previously identified, for example associated with a substantial change in activity, product or service).

STRATEGY

Costa Verde promotes a strategy to assert itself as a reference in the global table ceramics market, as an innovative, sustainable and socially responsible company, promoting increased brand awareness among the markets, developing products aligned with the statement “ All Senses Matter ”. Investing in technological, product and organizational innovation as a way of optimizing the production process in order to make it more effective, efficient and sustainable, strongly aligned with the Circular Economy strategy. To this end, it should trigger open cooperation initiatives (surveillance and projects) with ENESII entities and other relevant stakeholders to capture knowledge in associated technologies and methodologies.

DECLARATION OF COMMITMENT FROM TOP MANAGEMENT

The management of *Porcelanas da Costa Verde (PCV)* , at its various organizational levels, explicitly assumes a commitment to ethical objectives and practices, integrating it into the organizational sustainability policy, respecting it and ensuring it is respected.

MISSION

Design, develop and produce ceramic products to promote well-being , quality and beauty at the table, with innovation, professionalism and sustainability, at the table.

VISION

To be a reference in the global table ceramics market, as an innovative, sustainable and socially responsible company.

VALUES



Commitment and Dedication



Flexibility



Justice and Honesty



Respect for others and the environment



Cooperation and Team Spirit



Gratitude

INTERESTED PARTS**INTERNAL**

- Shareholders;
- Collaborators;
- Workers' Representatives;
- Interns.

EXTERNAL

- Customers;
- Users,
- Suppliers;
- Environment;
- Local community;
- Unions;
- Central and local administration (Public Entities)
- Partner organizations
- Business Associations and Technological Centers;
- Educational and research establishments;
- Official Entities / Regulatory Entities;
- Competitors.

GOAL – ARTICLE 1st

This code establishes ethical objectives. As a declaration of the company's basic values and principles, its main objective is to govern the behavior of employees and support them in decision-making and informing other interested parties, in accordance with the company's culture. In this way, it will be possible to consolidate relationships of trust with the various interested parties.

FIELD/SCOPE OF APPLICATION - Article 2nd

This code applies to the entire company, as well as people and entities that collaborate with it in an external relationship.

SUBSIDIARITY - Article 3rd

This Code of Ethics obeys the principle of subsidiarity, that is, its observance does not prevent the simultaneous application of the ethical rules of specific professional groups nor of the applicable sectoral codes.

SOCIAL COMMITMENT - Article 4th

Porcelanas da Costa Verde is aware of the importance of its social and environmental performance for its stakeholders . In this sense, it communicates the following social commitments, in line with its Code of Ethics and the requirements of the International Standard of Social Responsibility, SA8000:

- **Does not practice and repudiates child labor, having established procedures for repairing it.**
- **Does not admit or support forced labor .**
- **Does not tolerate discriminatory practices in admission, remuneration, promotion, access to training, dismissal or retirement based on race, social class, religion, gender, disability, sexual orientation, nationality, political affiliation, trade union, association, age or any other discriminatory basis .**
- **Treats all employees with respect and dignity.**
- **Provides its people with good working conditions, particularly with regard to safety and health at work .**
- **Seeks to take on practices beyond what is stipulated in legislation in terms of remuneration, working hours and professional training.**
- **Respects freedom of association and the right to collective bargaining .**
- **Promotes these principles among its stakeholders, namely by ensuring compliance with these social commitments among suppliers and sub-suppliers, within its sphere of control or influence .**
- **Respects current legislation as well as all international regulations, namely ILO conventions and the Universal Declaration of Human Rights, this commitment being found in company policy, accessible to all employees and extended to its suppliers and partners .**

Based on these commitments, Porcelanas da Costa Verde periodically evaluates and adopts measures that it believes are necessary to continually improve its social performance. If any violation of the principles listed above is found, the company undertakes to remedy the same, through corrective or preventive actions together with the others involved .

CVIS POLICY - Article 5th

Porcelanas da Costa Verde is committed to the sustainable development of its industrial activity and views environmental, energy, innovation, health and safety management and social commitments as part of integrated management, committing to:

- Foster a culture of innovation, sustainability and social responsibility as an element of business competitiveness and economic valorization, promoting increased brand awareness, investing in technological and organizational innovation..
- Protect people and facilities by improving the working conditions of its employees .
- Stimulate creativity and promote the appreciation of employees, supporting and developing their skills in different areas of activity, namely knowledge management, qualification and motivation .
- Maintain ethical relationships based on principles of truth and transparency with all interested parties, encouraging communication, consultation and participation through listening to their needs, in order to promote continuous improvement from a sustainability perspective.
- Comply with applicable legislation, standards, regulations and other requirements to which the organization subscribes .
- Be a reference in the sector, investigating and developing new methodologies and products that anticipate the current and future needs and expectations of interested parties.

Adopt measures to:

- ✓ Rationalization of resources (water, energy and raw materials, etc.).
- ✓ Promotion of environmental protection through the sustained reduction of the environmental impact of activities, with the minimization of emissions (gaseous, liquid and solid).
- ✓ Use of the best available and economically viable techniques, with a view to preventing pollution, reducing environmental impacts and energy efficiency in energy consumption and use, and continuous improvement of energy performance.
- ✓ Promotion of energy management criteria, in the design and acquisition of products and services, aimed at improving energy performance.
- ✓ Improvement of health, safety and protection conditions at work.
- ✓ Commitment to healthy and safe working conditions, preventing accidents, injuries or damage to health.
- ✓ Guidance for eliminating hazards and reducing risks to the health and safety of workers.
- ✓ Creating value for the company and stakeholders through a planned, systematic and formally recognized innovation process.
- ✓ Implementation, execution and review of company policy, ensuring the availability of information and all resources necessary to achieve objectives and goals, putting into practice the intentions mentioned here, obtaining a continuous improvement in the effectiveness of the system.
- ✓ Dissemination and internal and external communication of this policy, ensuring the use of a supply chain that shares the same values.

GOVERNANCE OF THE ORGANIZATION Article 6th

The exercise of management functions must be carried out with dedication, care and integrity. The objective of top management is, through the company's activity, in the satisfaction of the parties involved, to also contribute to the progress, development and well-being of society.

CONTRIBUTION TO SOCIETY - Article 7th

Our conduct as industries will always be in accordance with the basic objectives of management, faithfully fulfilling our responsibilities to the community.

JUSTICE AND HONESTY - Article 8th

We will always be fair and honest in all our business contracts and personal behavior. No matter how much talent and knowledge we may have, without personal integrity, we can neither earn the respect of others nor improve our own respect.

COOPERATION AND TEAM SPIRIT - Article 9th

We will bring all our capabilities together to achieve our shared results. It doesn't matter how talented we are as individuals, but without a spirit of cooperation and teamwork, we will just be an ordinary company. Therefore, employees must contribute to the creation and maintenance of a good work climate, cementing unity, especially through mutual collaboration and cooperation.

DEDICATION AND COMMITMENT - Article 10th

Through our company's activity with constant dedication and commitment, we improve our ability to contribute to the Sustainable Development Goals (SDG).

COURTESY AND HUMILITY - Article 11th

We will always be cordial and modest, respecting the rights and needs of others, in order to strengthen healthy social relationships and improve the quality of life in our communities.

FLEXIBILITY - Article 12th

All our thinking and behavior will be continually adapted to changing conditions, taking care to act in harmony with nature to ensure the progress and success of our enterprise.

GRATITUDE - Article 13th

We will act with a feeling of gratitude towards everyone who works with us, confident that this attitude is a source of vitality, allowing us to overcome the obstacles we encounter together.

RESPECT FOR HUMAN RIGHTS - Article 14th

Porcelanas *Costa Verde* (PCV) recognizes and respects human rights as fundamental principles of people, following the principles of international conventions, treaties and initiatives such as the United Nations Universal Declaration of Human Rights, the International Labor Organization and the Global Compact, applying these principles in its relationship with all its partners. Porcelanas *Costa Verde* will never employ child labor or agree to such practices.

FREEDOM OF ASSOCIATIONS AND THE RIGHT TO COLLECTIVE BARGAINING - Article 15th

Porcelanas *Costa Verde* respects the right of all employees to join workers' unions or other workers' organizations. In this sense, it will not interfere with the establishment or management of such organizations or with their collective bargaining.

RESPECT FOR LAWS AND REGULATIONS - Article 16th

Porcelanas *Costa Verde* and its employees undertake to scrupulously comply with and enforce the laws, regulations and collective employment contracts applicable to the sector, particularly with regard to working hours, remuneration and hygiene and safety at work, as well as report any non-conformities found. This action goes beyond current laws with the existence of a certified Integrated Management System.

NON-DISCRIMINATION AND EQUAL OPPORTUNITIES - Article 17th

Porcelanas *Costa Verde* promotes respect for equal opportunities for all its employees and potential employees. All of its labor practices, policies and procedures are aimed at preventing discrimination and differential treatment based on race, gender, sexual orientation, creed, marital status, physical disability, political orientation or opinions of another nature, ethnic origin or social, place of birth or union membership.

INTERPERSONAL RELATIONSHIPS/ INTERPERSONAL RELATIONSHIPS - Article 18th

Employees must base their reciprocal relationships on cordial, respectful and professional treatment. Employees must present themselves in a dignified manner at their workplace and carry out their activity with zeal, a spirit of initiative and integrity, in compliance with the basic rules for the good functioning and organization of *Porcelanas Costa Verde*, transcribed in the Company's Welcome Manual. Behavior that damages the reputation of colleagues is not acceptable, particularly through prejudiced judgments, rumors or unsubstantiated information.

SOCIAL RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT - Article 19th

The company's social responsibility is understood as the business's contribution to sustainable development through proactive management of the environmental, social and economic impacts of its activities.

Porcelanas *Costa Verde* takes an active part in the communities where it carries out its activities in order to contribute to their progress, well-being and quality of life.

For a better quality of life for its employees and the surrounding society, *Porcelanas Costa Verde* contributes to the preservation of the surrounding environment and non-regenerable resources.

INTEGRITY AND TRANSPARENCY - Article 20th

We share the principles expressed in the United Nations Global Compact, which guides the development of its activity through transparent, honest and supportive practices with all interested parties and expects the same attitude from its partners.

Costa Verde is committed to honest conduct and maintaining adequate internal controls to prevent and detect any fraud or irregularities, especially with regard to financial matters, corruption and bribery, conflict of interests and use of information and assets.

GENERAL CLAUSES

DUTY TO REPORT IRREGULARITY - Article 21th

Porcelanas Costa Verde employees must immediately communicate to human resources or any member of the administration any facts that they become aware of in the course of carrying out their duties when they indicate an irregular practice that could put the operation or good image of the company at risk. company.

Any individual can report concerns about something that is not in accordance with this code of ethics, and that could seriously affect *Porcelanas Costa Verde*, a person's life or health. They can report irregularities completely anonymously through the reporting channel available on the company website: <https://costa-verde.com/canal-de-denuncias/>

Irregularities within the scope of the SA 8000 standard can be communicated directly to SAI (Social Accountability International) or the SGS certification body via email:

sa8000@sgs.com

saas@saasaccreditation.org

CODE ACCEPTANCE - Article 22th

When they begin their duties, employees sign a declaration of adherence to this code.

DISCLOSURE AND COMPLIANCE - Article 23th

This code is given to employees upon their admission, the code is also made available on the website, and displayed on the information panel.

All employees recognize that violating the code breaks trust with *Porcelanas da Costa Verde* and its stakeholders, exposing them to individual disciplinary actions, contractual termination or even legal liability.

CONTINUOUS IMPROVEMENT AND CODE REVIEW - Article 24th

This code may be revised at any time, without a defined periodicity. If this is revised, it must be validated by management and all employees will be informed of the change. In terms of monitoring ethical performance in the organization, the indicators extracted from the stakeholder satisfaction assessment will be analyzed.

DATA PRIVACY POLICY - Article 25th

This procedure applies to the activities of creating, updating and using data resulting from promotion and communication of the company *Porcelanas da Costa Verde*, SA and other relevant interested parties (e.g.: service providers, subcontracted labor, among others).). This same policy is public on the company's website: <https://costa-verde.com/politica-privacidade/>

ENTRY INTO FORCE AND VALIDITY - Article 26th

This code comes into force on November 30th, 2023 and will have an indefinite duration, until expressly stated otherwise.