

Manual Costa Verde Integrated System

Code of Ethics
(Policy and Social Commitment)



SCOPE OF APPLICATION

The Costa Verde Integrated Management System (CVIS) is implemented in accordance with the requirements of *ISO 9001* (Quality Management Systems), *ISO 14001* (Environmental Management Systems), *ISO 45001* (Health and Safety), *SA 8000* (Social Responsibility), *ISO 50001* (Energy Management System) and *NP 4457* (Research, Development and Innovation). It applies to all company processes, as well as to all company activities, products, services and media (including fleet), which may have an impact on the environment and risks to employees, customers and other stakeholders. It applies to environmental, energy and safety risks that the organization can control and over which it is assumed to have influence. Due to the nature of Porcelanas Costa Verde SA and its products, requirement 8.5.1 (f) of the ISO 9001: 2015 standard is not applicable, since the output resulting from the processes of production and supply of service can be verified by subsequent monitoring and measurement.

SCOPE

Costa Verde Integrated Management System (CVIS)

Research, Development and Innovation (RDI)

Scope CVIS: 1- Manufacture and distribution of household and catering porcelain and as well as other ceramic products

Scope RDI: Design, Research, Development and Innovation associated with the Table ware and gift porcelain products production

FRONTIER

Factory facilities and offices located in the ZI Vagos.

CODE OF ETHICS

Disclaimer regarding inclusive language

We have decided to forego the references pertaining to gender breakdown, thus ignoring something that is commonly considered good practice, that is to say the use of inclusive language, given the extension of the content of this document. We understand that our concerns regarding this matter are reflected in our values, and are widely known by all our interested parties.

COMMITMENT STATEMENT FROM THE SENIOR MANAGEMENT

The Senior Management of Porcelanas Costa Verde, at its various organizational levels, hereby explicitly assumes its commitment towards ethical goals and practices; this commitment is integrated into the Sustainability Policy of the organization, thus both respecting and enforcing it..

MISSION

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

VISION

To be a reference in the global market of ceramic tableware as an innovative, sustainable and socially responsible company.

VALUE

1. Commitment and Dedication
2. Flexibility
3. Justice and Honesty
4. Respect for Others and the Environment
5. Cooperation and Team Spirit
6. Gratitude

STAKEHOLDERS



POURPOSE - ARTICLE 1º

This code establishes goals of an ethical nature. As a declaration of Company values and basic principles, its main purpose is to guide and direct the behavior of our collaborators and support them in their decision making process as well as providing information to other interested parties, according to the Company's culture. It shall be thus possible to consolidate relationships of trust with the various interested parties.

SCOPE- ARTICLE 2º

This code shall apply to the entire Company as well as to people and entities that collaborate with the Company by means of an external bond..

SUBSIDIARUTY - ARTICLE 3º

This Code of Ethics complies with the principle of subsidiarity, that is to say, their compliances do not prevent the simultaneous application of the deontological rules of specific professional groups nor of the applicable sectorial codes.

SOCIAL COMMITMENT- ARTICLE 4º

- It does not practice and rejects child labour, having established procedures for its resolution
- It does not admit nor support forced labour

- It does not tolerate discriminating practices in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital, union membership, political opinions, age or any other condition that could give rise to discrimination.
- Treats all its collaborators with respect and dignity
- Provides good working conditions for its collaborators, namely in regards to occupational safety and health
- Seeks to implement practices beyond what is established in the legislation with regards to wages, working schedule and Professional Training
- Respects the freedom of association and right to collective bargaining
- Promotes these same principles to its stakeholders, namely by insuring the performance of these social commitments with its suppliers and subsuppliers, within its sphere of control or influence
- Complies with the legislation in effect as well as with all international regulations, namely the ILO conventions and Universal Declaration of Human Rights, and this commitment is present in the company policies, accessible to all the collaborators and extensive to all its suppliers and partners.

Based on these commitments, Porcelanas da Costa Verde periodically assesses and adopts measures which it deems necessary to continuously improve its social performance. Should any violation of the aforementioned principles be detected, the company hereby undertakes to solve any such situations, through corrective and preventive actions together with the remaining parties.

POLICY CVIS- ARTICLE 5^o

The Company Porcelanas da Costa Verde is dedicated to a sustainable development of its industrial activity, taking into account environment and energy management as part of its global management procedures, hereby committing to:

- To implement solutions economically, ecologically and socially sustainable and inclusive, with design design, functionality, materials

and interfaces improvement.

- Protect people and facilities by improving the work conditions of its employees;
- Stimulate and develop the skills of their employees in the various fields of performance, namely by namely in knowledge management, qualification and motivation.
- Maintain ethical relationships ruled by principles of truth and transparency between all the interested parties, encouraging and fostering communication and participation, and ascertaining the needs of the said parties, in order to promote continuous improvement in a sustainability framework;
- Comply with legislation, standards, regulations and other applicable requisites which the organization subscribes.

□ To be a reference in the sector, researching and developing new methodologies and products in order to anticipate the current and future needs and expectations of stakeholders.

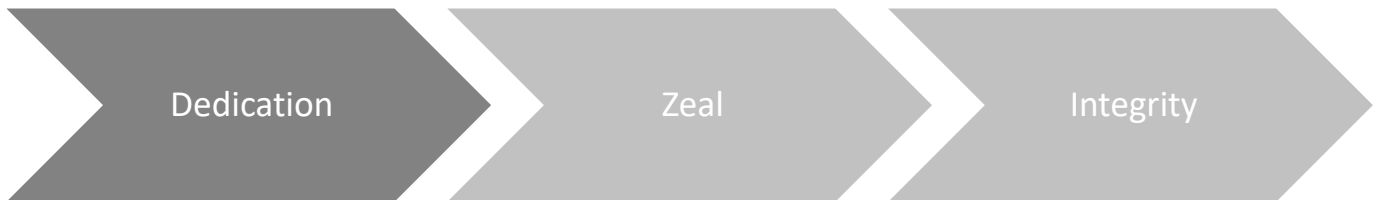
Adopting measures aiming towards:

- Water, energy and raw materials rationing;
 - A continuous reduction of the environmental impact of its activities, minimizing emissions (gaseous, liquid and solid);
 - The implementation of the best available and economically viable techniques, taking into account the prevention and reduction of its environmental impact, as well as energy efficiency, use and consumption;
 - Promotion of energy management criteria, in the concession and acquisition of products and services, oriented to the energy performance;
 - A reasonable improvement of working conditions regarding hygiene, health, safety and protection;
 - The encouragement and fostering of lesion, injury or damage prevention;
- Create value for the company and stakeholders through a planned, systematic and formally recognized innovation process.

- Implement, execute and review the company’s policy and ensure the availability of information and all the necessary resources to achieve the objectives and goals, putting into practice the intentions mentioned here, obtaining a continuous improvement of the system’s performance;
- Disseminate and communicate this policy internally and externally, ensuring the use of a supply chain that shares the same values.

GOVERNANCE - ARTICLE 6º

The exercise of management functions should be developed and performed with:



The purpose of Senior Management is, through the Company's activity, the satisfaction of the parties involved, as well as contributing towards the:



CONTRIBUTION TO SOCIETY - ARTICLE 7º

Our own conduct shall always be in accordance with the basic goals established by Management, faithfully complying with our responsibilities as an industrial Company towards the community within which we operate.

.JUSTICE AND HONESTY - ARTICLE 8º

We shall always be just and honest in all our business contracts and personal behavior. It does not matter how much talent and knowledge we possess if we do not have Personal Integrity, as without it we shall not be able to earn the respect of others nor improve our own self-respect.

COOPERATION AND TEAM SPIRIT- ARTICLE 9º

We shall gather all our capabilities and skills in order to reach our shared and common goals. It does not matter how talented we are as individuals, as without Cooperation and Team Spirit we shall only be an ordinary Company. Therefore, the collaborators should contribute to the creation and maintenance of a good work environment, strengthening the unit, namely through mutual collaboration and cooperation.

**DETERMINED EFFORT TOWARDS IMPROVEMENT
IMPROVEMENT - ARTICLE 10º**

We shall constantly strive to improve our capability to contribute to society through the activity of our Company. Only through determined effort are we capable of fulfilling the basic goal of management: achieving prosperity in an environment of peace.

COURTESY AND HUMILITY - ARTICLE 11º

We shall 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 12º

All our reasoning and behavior shall continuously be adapted to the constantly changing conditions, exercising due care to act in harmony with nature in order to insure the progress and success of our venture..

GRATITUDE - ARTICLE 13º

We shall act with a sense of gratitude towards all those who work and collaborate with us, confident that this attitude is a source of vitality, allowing us to overcome together all the obstacles that might surface along our path.

RESPECT FOR HUMAN RIGHTS - ARTICLE 14º

Costa Verde acknowledges and respects human rights as fundamental principles in people's lives following the guidelines outlined in the Conventions, Treaties and international initiatives such as the United Nations Universal Declaration on Human Rights, the International Labor Organization and the Global Pact,

applying these principles to its relationship with all stakeholders. Costa Verde shall never hire child labor nor tolerate such practices.

FREEDOM OF ASSOCIATION AND THE RIGHT TO COLLECTIVE BARGAINING - ARTICLE 15^o

Costa Verde respects the right of freedom of association of all its employees in Trade Unions or any other professional organizations. To this end, it shall not interfere with the establishment or management of such organizations or with its collective bargaining processes.

RESPECT FOR THE LEGISLATION AND REGULATION PELAS LEIS E REGULAMENTOS - ARTICLE 16^o

Costa Verde and its employees commit to scrupulously uphold and enforce laws, regulations and collective agreements applicable to the sector, particularly with regard to working hours, pay and health and safety at work and report any non-compliances.

This performance goes beyond the existing laws due to an implemented System of Management..

NON DISCRIMINATION AND DISCRIMINATION AND EQUAL OPPORTUNITIES - ARTICLE 17^o

Costa Verde promotes respect for equal opportunities among all its collaborators. Its labor practices, policies and procedures are geared towards preventing discrimination and differentiated treatment owing to issues of race, gender, sexual orientation, religion, marital status, physical handicap, political orientation or opinions of another nature, ethnic or social origin, citizenship or union association.

INTERPERSONAL RELATIONSHIPS/RELAÇÕES - ARTICLE 18^o

The reciprocal relationships of our collaborators should be conducted according to a cordial, respectful and professional behavior.

Our collaborators should present themselves to work dressed accordingly and in a dignified manner and develop their activity with zeal, spirit of initiative and integrity in compliance with the terms outlined in the basic rules for the Good

operation of Costa Verde's organization, as transcribed in the Company's Welcome Manual.

We shall not tolerate any behaviors that harm the reputation of work colleagues, namely by means of prejudiced judgments, hearsay and rumors or unfounded information.

SOCIAL RESPONSABILITY AND SUSTAINABLE DEVELOPMENT - ARTICLE 19º

The social responsibility of the Company is perceived as a contribution made by the business to the sustainable development by means of a proactive management of the environmental, social and economic impacts of its respective activities.

Costa Verde has an active participation in the communities where it develops its activities in order to contribute towards its progress, well-being and quality of life..

For a better quality of life of its collaborators and the encircling society, Costa Verde contributes towards the preservation of the surrounding environment and non renewable resources.

INTEGRIDTY AND TRANSPARENCY - ARTICLE 20º

We share the United Nations Global Pact principles that guide the development of its activity through transparent practices, integrity and solidarity with all stakeholders and expect the same attitude from our partners.

Costa Verde is committed to an upright conduct and to maintain adequate internal controls in order to prevent and detect any frauds or irregularities, particularly with regard to financial matters, corruption and bribery, conflict of interests and use of information and heritage.

GENERAL CLAUSES

DUTY OF COMMUNICATION OF IRREGULARITIES - ARTICLE 21º

The collaborators of the Porcelanas da Costa Verde Company should immediately inform the Personnel Department or any other member of Management, of any facts which they might know or become aware of during the

exercise of their functions when said facts indicate a possible irregular practice susceptible to jeopardize the operation or the good image of the Company.

Irregularities within the scope of the SA 8000 standard can be reported directly to SAI (Social Accountability International) or the certifying entity SGS via emails:

info@sa-intl.org

sa8000@sgs.com

ACCEPTANCE OF THE CODE - ARTICLE 22^o

The collaborators subscribe, at the start of their functions, a declaration of accession to the terms of this code.

DISCLOSURE AND COMPLIANCE - ARTICLE 23^o

This code is given to the collaborators when they are hired. The code is also available in the Company's Web site and is posted on the bulletin board.

All the collaborators acknowledge that the violation of any terms outlined in the Code is effectively a breach of trust with Porcelanas da Costa Verde and with its interested parties, thus exposing them to individual disciplinary actions, termination of contract or even legal responsibilities.

CONTINUOUS IMPROVEMENT AND CODE REVISION - ARTICLE 24^o

This code can be revised at any time, without a fixed calendar date. If this code is revised, it must be validated by management and all the Company's collaborators shall be informed of said changes. With regards to the monitoring of the ethical performance within the organization, we shall analyze the indicators compiled based on the satisfaction assessment performed on the interested parties.

EFFECTIVE DATE AND VALIDITY - ARTICLE 25^o

This Code shall become effective on January 18st, 2017 and shall remain valid for an indefinite period of time until otherwise expressed.

DATA PRIVACY POLICY - ARTICLE 25^o

This procedure applies to the activities of creating, updating and using data

resulting from the promotion and communication of the company Porcelanas da Costa Verde, S.A.

and other relevant stakeholders (e.g. service providers, labor subcontractor, among others). This same policy is public on the website of company:

<https://costa-verde.com/politica-privacidade/>

ENTRY INTO FORCE AND VALIDITY - ARTICLE 26^o

This code enters into force on March 1, 2021 and will have a duration indefinitely, until expressly stated otherwise.

Based on the CVIS Policy, management sets annual measurable objectives and targets, with a view to continuous improvement. These objectives are disclosed and monitored by the organization.

Manual Costa Verde Integrated
System-Code of Ethics (Part 1)

<i>Edition</i>	<i>Date</i>	<i>Change Made</i>	<i>Page</i>
0	10/2007	Reformulation of the presentation of the manual – Part 3. And update of the organizational chart, addition of the code of ethics.	All
1	07/2008	Reformulation of the presentation of the manual – Part 3. And modification of the organizational chart.	6
2	11/2009	Modification of the organizational chart. Addition to the common policy to bet on the prevention of injuries, injuries or damages.	All
3	03/2010	Organization chart update.	6
4	10/2010	Updating the organizational chart, adapting the code of ethics to the requirements of equal opportunity.	All
5	04/2011	Organization chart update.	6
6	11/2011	Updating the code of ethics	All
7	11/2012	Updating the code of ethics	All
8	10/2013	Addition of the article Social Commitment	3
9	01/2015	Update of the code of ethics.	All
10	09/2015	Update of articles 5, 16, 20 and 25 of the code of ethics.	4,5,6,7 e 8.
11	05/2016	Complete restructuring of the manual, transition to the CVIS integrated system, inclusion of the IDI in the policy in accordance with the NP 4457 standard, alteration of the MGS 3 codes to MCVIS 0.1. Disposal of parts from System Manual MGS 1, MGS 2, MGS 6)	All
12	06/2016	Explanation of the CVIS scope	2
13	01/2017	Policy Review to better reflect strategic issues.	7 e 8
14	06/2017	Review of the CVIs and IDI scope	5
15	09/2017	Change of the logo and adaptation to the new image of the company All	5
16	05/2018	Update to better explain the context, risks and opportunities	all
17	05/2018	Update arising from the need to respond to the GDPR.	12
18	05/2020	Policy Revision to better reflect the requirements of ISO 45001	7 and 8
19	02/2021	Inclusion of commitment to continuous performance improvement energy, and made available as documented information.	7 and 8
20	01/2022	Change of mission, vision and ISO 45001to ISO 50001	2