

MANUAL CVIS (Costa Verde Integrated System)

CODE OF ETHICS AND CONDUCT
(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).



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Field of application Erro! Marcador não definido.

Scopes Erro! Marcador não definido.

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 Research Development and Innovation (RDI): Erro! Marcador não definido.

Border Erro! Marcador não definido.

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APPLICATION FIELD

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

- ISO 9001 (Quality Management System);
- ISO 14001 (Environmental Management Systems);
- ISO 45001 (Occupational Health and Safety Management System);
- SA 8000 (Social Accountability)
- ISO 50001 (Energy Management Systems)
- NP 4457 (Research, Development and Innovation Management System (IDI)).

it applies to all company processes, as well as all activities , products , services and means (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, paragraph f), of the ISO 9001 standard is not applicable , as the resulting output from the production and service provision processes can be verified by subsequent monitoring and measurement .

SCOUPES

COSTA VERDE'S INTEGRATED MANAGEMENT SYSTEM (CVIS):

Production of ceramic tableware and decoration .

RESEARCH, DEVELOPMENT AND INNOVATION (IDI):

Design, research, development and innovation related to the production of ceramic tableware and decoration .

BORDER LIMITS

manufacturing facilities and offices , located in the Zona Industrial de Vagos.

ORGANIZATIONAL CONTEXT

Porcelanas da Costa Verde 's strategy is defined based on an 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 large 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 work groups are assembled that, 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 has been 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 for review by the management, or whenever there is a new relevant stakeholder (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 tableware market, as an innovative, sustainable and socially responsible company, promoting increased brand awareness in the markets, developing products in line with the statement “ All Senses Matter ”. Committing to technological, product and organizational innovation as a way to optimize 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 interested parties to capture knowledge in technologies and associated methodologies.

CODE OF ETHICS

Disclaimer Inclusive Language

We chose to dispense with the gender breakdown references, ignoring what is considered good practice, the use of inclusive language, given the length of the contents in this document. We understand that concerns in this area are reflected in our values, which are known to all our stakeholders.

TOP MANAGEMENT DECLARATION OF COMMITMENT

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 that it is respected.

MISSION

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

VISION

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

VALUES



Effort 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;
- Teaching and research establishments;
- Official Entities / Regulatory Entities;
- Competitors.

GOAL – ARTICLE 1

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

FIELD/SCOPE OF APPLICATION – Article 2

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

SUBSIDIARITY – Article 3

This Code of Ethics obeys the principle of subsidiarity, that is, its observance does not prevent the simultaneous application of the deontological rules of specific professional groups or the applicable sectoral codes.

SOCIAL COMMITMENT - Article 4

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 for Social Responsibility, SA8000:

- **Does not practice and rejects child labor, having established procedures for its repair.**
- **Does not engage in or support the use of 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 on any other discriminatory basis .**
- **It treats all its employees with respect and dignity.**
- **Provides its people with good working conditions, namely with regard to safety and health at work .**
- **Seeks to adopt practices that go beyond what is foreseen in the legislation in terms of remuneration, working hours and professional training.**
- **Respects freedom of association and the right to collective bargaining .**
- **It promotes these principles among its stakeholders, namely through ensuring compliance with these social commitments with suppliers and sub-suppliers, within its sphere of control or influence .**
- **Respects the legislation in force as well as all international regulations, namely the ILO conventions and the Universal Declaration of Human Rights, this commitment being found in the company's 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 necessary to continuously improve its social performance. If any violation of the principles listed above is found, the company is committed to remedying it, through corrective or preventive actions together with the other parties involved .

CVIS POLICY – Article 5

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 itself to:

- Implement economically, ecologically and socially sustainable and inclusive solutions, with improved design, functionality, materials and interfaces
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- Protect people and facilities by improving the working conditions of its employees .
- Stimulating creativity and promoting employee appreciation, supporting and developing their skills in the various areas of activity, namely in knowledge management, qualification and motivation .
- Maintain ethical relations guided by principles of truth and transparency with all interested parties, encouraging communication, consultation and participation by listening to their needs, in order to promote continuous improvement from a sustainability perspective.
- Comply with applicable laws, standards, regulations and other requirements to which the organization subscribes .
- To 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.

Take 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, to the prevention of accidents, injuries, wounds or damage to health.
- ✓ Guidance for eliminating hazards and reducing risks to the health and safety of workers.
- ✓ Creation of value for the company and for stakeholders through a planned, systematic and formally recognized innovation process.
- ✓ Implementation , execution and revision of the company's policy, ensuring the availability of information and all the resources necessary to achieve

the objectives and goals, putting into practice the intentions mentioned here, obtaining a continuous improvement of the effectiveness of the system.

- ✓ Disclosure 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 6

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

CONTRIBUTION TO SOCIETY - Article 7

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 8

We will always be fair and honest in all our business dealings 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 9

We will pool all our capabilities to achieve our shared results. No matter how talented we are as individuals, but without cooperation and team spirit, we will just be an ordinary company. Thus, employees must contribute to the creation and maintenance of a good working climate, cementing unity, especially through mutual collaboration and cooperation.

DEDICATION AND COMMITMENT - Article 10

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

COURTESY AND HUMILITY - Article 11

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 12

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 undertaking.

GRATITUDE - Article 13

We will act with a feeling of gratitude towards all those who collaborate 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 14

Porcelanas *Costa Verde* (PCV) recognizes and respects human rights as fundamental principles of people, following the principles of conventions, treaties and international initiatives such as the Universal Declaration of Human Rights of the United Nations, 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 nor will it agree with such practices.

UNION FREEDOM AND THE RIGHT TO COLLECTIVE BARGAINING - Article 15

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

RESPECT FOR LAWS AND REGULATIONS - Article 16

Porcelanas *Costa Verde* and its employees are committed to scrupulously complying with and enforcing the laws, regulations and collective bargaining agreements applicable to the sector, namely with regard to working hours, remuneration and hygiene and safety at work, as well as report any verified nonconformities. This action goes beyond the laws in force with the existence of a certified Integrated Management System.

NON-DISCRIMINATION AND EQUAL OPPORTUNITIES - Article 17

Porcelanas *Costa Verde* promotes respect for equal opportunities for all its employees and potential employees. All of its practices, policies and work procedures are aimed at preventing discrimination and different 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 RELATIONS / INTERPERSONAL RELATIONSHIPS - Article 18

Employees must base their reciprocal relations on cordial, respectful and professional treatment.

Employees must present themselves in a dignified manner at their workplace and carry out their work with zeal, a spirit of initiative and integrity, in accordance with the basic

rules for the proper functioning and organization of *Porcelanas Costa Verde*, transcribed in the Company's Welcoming Manual.

Behaviors that harm the reputation of colleagues are not admissible, namely through prejudiced judgments, rumors or unsubstantiated information.

SOCIAL RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT - Article 19

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

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

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

INTEGRITY AND TRANSPARENCY - Article 20

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

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

GENERAL CLAUSES

DUTY TO COMMUNICATE IRREGULARITY - Article 21

Employees at *Porcelanas Costa Verde* must immediately inform human resources or any member of the administration of any facts that they become aware of in the exercise of their duties when they indicate an irregular practice likely to jeopardize the functioning or good image of the company.

Any individual can communicate concerns about something that is not in accordance with this code of ethics, and that could seriously affect *Porcelanas Costa Verde*, the life or health of a person. You have the option of reporting irregularities completely anonymously via email:

social_responsibility@costa-verde.com

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

sa8000@sgs.com

saas@saasaccreditation.org

ACCEPTANCE OF THE CODE - Article 22

Employees sign, when they start functions, a declaration of adherence to this code.

DISCLOSURE AND COMPLIANCE – Article 23

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

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

CONTINUOUS IMPROVEMENT AND CODE REVISION – Article 24

This code may be revised at any time, with no 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 analysed.

DATA PRIVACY POLICY – Article 25

This procedure applies to the creation, updating and use of data resulting from the 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 26

January 24 , 2023 and will have an indefinite duration, until expressly indicated otherwise.