

## DECLARATION OF COMMITMENT

We pledge to be a company guided by modernity, functionality and distinctive solutions, with a coherent team inspired by new challenges that is capable of exceeding customers' expectations and sustainably achieving high performance and business profitability levels. Our company pursues values like team spirit, honesty, innovation and focus on results.

We have received due recognition from the domestic and international market by numerous prizes awarded for design, innovation, energy efficiency, environment and the sharing of knowledge, which contribute to high brand awareness.

Our commitment towards the pursuit of goals allows us to reinstate our focus on the sustainable development of our business, for ensuring a better life for present and future generations.

The success of the Integrated Management System is founded on the principles that combine economic development with an orientation towards environmental protection, taking into account corporate social responsibility strategies and a concrete focus on innovation.

We believe that Revigres must be an agent of change and innovation. The purpose of this code of ethics is to help build a fairer and more humane society.

CEO



Dr. Victor Ribeiro

### Gender Language Disclaimer

*We have chosen to abstain from making reference to gender, thus ignoring best practices, and from using inclusive language, given the length of the contents in this document. We believe that concerns in this area are reflected in our values and are known to all our stakeholders.*

INTRODUCTION

**Purpose**

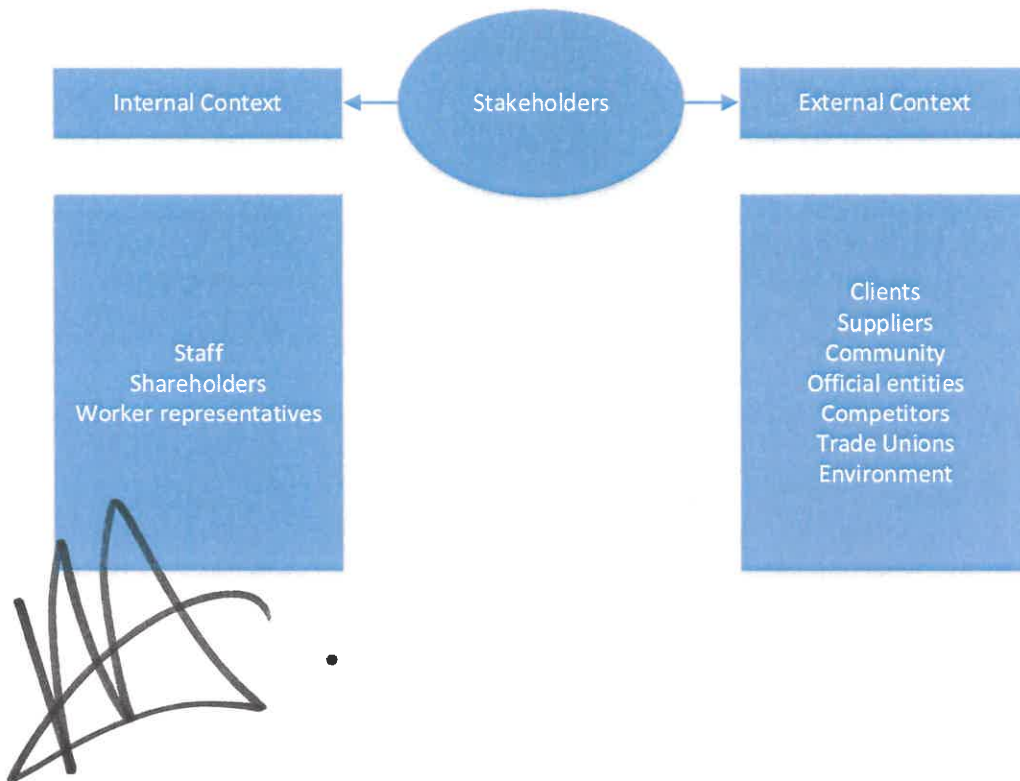
To establish basic principles of action that govern Revigrés' way of being and acting, and govern employees' conduct and support them in taking decisions and informing other stakeholders, in accordance with the company's culture, in order to consolidate relationships of trust with the different stakeholders.

**Scope**

The code of ethics of REVIGRÉS applies to the whole organisation and in all locations where REVIGRÉS is legally represented, to stakeholder relationships and to the effects of the life cycle of the goods and services delivered to society. It is also understood that it shall be made available to inform and guide people and entities collaborating with Revigrés.

This Code of Ethics conforms to the principle of subsidiarity, i.e. compliance with it does not prevent the simultaneous application of the deontological rules of specific professional groups, nor of the applicable sector codes.

The following are Revigrés' stakeholders:



**Mission**

To help create unique and inspiring environments through technically advanced solutions of ceramics with a Portuguese soul.

**Vision**

To be the leading ceramics company in Portugal and be recognised worldwide for exceptional products and corporate sustainability.

**Values**

Revigres's value system includes reference criteria that support corporate decisions, actions and culture:

**INNOVATION** - We explore new ideas and ways to anticipate needs and expectations of a fastchanging market.

**TEAM SPIRIT** - We communicate, share, establish partnerships, we value "us" over "me" when pursuing the company's goals.

**RESPONSABILITY** - We foster ethical action based on responsibility for the common good, in respect for oneself and others.

**RESULT ORIENTATION** - Our team is engaged; we target ambitious goals with efficiency and diligence, which help exceed the expectations of the Stakeholders.

**Policy of the Integrated Management System****Quality**

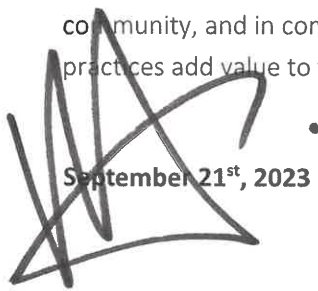
To promote the experience of Total Quality, internally accepted and culturally engaged, which guarantees continued satisfaction of important stakeholders, namely our clients and employees, through steady increase in the quality of our products and services.

**Environment**

To integrate in its operating strategy the continuous improvement of environmental performance of activities, while complying with environmental legislation, preventing pollution and protecting the environment.

**Social Responsibility**

To constantly consider the contribution of Revigres' activities to sustainable development, by aligning the social, economic and environmental dimensions with the legitimate interests of the community, and in compliance with the principles of Social Responsibility, in the belief that such practices add value to the business.



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## Innovation

Ensure widespread innovation and generation of ideas involving all workers, foster knowledge management for enhancing human capital.

Intensify the goal to collaborate closely with the Entities of the Scientific and Technological System in the process of researching processes and multifunctional prototypes that strengthen corporate differentiation, competitiveness, promotion and leadership.

Policy Commitments of the Integrated Management System:

### Environmental Protection

- Plan Revigrés strategies and activities for total quality management based on considerations of social and environmental responsibility, with a view to preventing, reducing or minimizing negative impacts and promoting environmental protection.
- Use of the best available technologies to prevent pollution, cut down on resource use (materials, fuels and energy), commit to reuse and recycling, when feasible, to the detriment of landfills.

### Compliance with applicable legal requirements, rules and regulations

- To ensure that requirements laid down in ISO 9001, ISO 14001, NP 4469 and NP 4457, and provided for in current legislation and other that Revigrés has decided to endorse, are complied with.
- Adhere to and encourage workers, suppliers and customers to engage in the general, operating and specific social responsibility and environmental principles (as influencers).

### Continuous improvement

- Develop, implement and improve the Integrated Management System (Quality; Environment; Social Responsibility; and Innovation), and process monitoring indicators to ensure the focus on results and improvement of environmental performance, in a context of commitment to continuous improvement.

### Communication

- Promote the sharing of experiences and foster communication and engagement with relevant stakeholders, including partners, employees, suppliers, customers and neighbouring communities, providing information on matters relating to the environment and social responsibility, inter alia, stemming from the activities conducted by Revigrés.



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## GENERAL ETHICAL PRINCIPLES

Revigrés manages its activities by applying the General Principles of Ethics which shall prevail over all other principles in all circumstances:

**Full respect of the Law** and rules in force;

**Full respect of Conventions** and internationally recognised Declarations;

**Adoption of the Precautionary Principle** in actions that may cause irreversible public or environmental damage, adopting conservative assumptions (tested and validated);

**Listening to stakeholders** and acting in accordance with their concerns;

**Continuous improvement** of performance in the context of social responsibility.

REVIGRÉS applies the principle of non-regression, that is, it does not use the provisions of the implemented social accountability standard as a basis for reducing the levels of performance in social accountability previously achieved.

The quality of social responsibility management depends on the implementation of the **Operating Principles of Ethics**:

**The scope** of the direct and indirect elements of social responsibility identified;

**The relevance/significance** of the elements of social responsibility;

**Factoring** in aspects of social responsibility in decision-making;

**Accountability and transparency** in Stakeholder communication.

## Broad social commitments

- Management functions carried out with dedication, zeal and integrity, contributing to the sustainable development, progress and well-being of society, fulfilling responsibilities towards society;
- Fairness and honesty in professional business engagement and personal conduct as representatives of Revigrés;
- Co-operation between all employees for team growth;
- Continuously adjusting to a fastchanging context in order to adapt our actions and act in harmony with the environment.
- Recognition of human rights as fundamental principles applied to relations with all its stakeholders and in accordance with international conventions, treaties and initiatives such as the United Nations Universal Declaration of Human Rights, the International Labour Organisation and the Global Compact.
- Respect for the right of association of all employees.
- Compliance with the laws, regulations and collective labour agreements applicable to the sector, namely with regard to working hours, remuneration and health and safety at work.

- Respect for equal opportunities for all and implementing procedures that prevent discrimination or differentiated treatment on the basis of race, gender, sexual orientation, creed, marital status, physical disability, political orientation or opinions of another nature, ethnic or social origin, birthplace or trade union membership.

## RULES OF CONDUCT

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

We commit to conducting our business based on transparent practices, of integrity and solidarity with all stakeholders and we expect the same attitude from our partners. To this end, REVIGRÉS has laid down rules of conduct which reflect core behaviour and foster the fulfilment of the corporate mission, in line with its system of values and ethical principles. These rules were established according to REVIGRÉS's capacity to influence stakeholder groups, independently of culture and habits in the case of foreign stakeholders.

## CODE GOVERNANCE

### Social Responsibility Committee

The CSR committee is chaired by the Manager of the Social Responsibility Management System and reports directly to the CEO.

The Committee ensures:

- Annual review of the Code of Ethics;
- Handling of claims concerning the breach of the Code of Ethics;
- Ensuring confidentiality of the information received, as long as none of the general principles are undermined;
- Conducting investigations to support decision-making;
- Reporting to the Management Board serious events in which the Code of Ethics was breached.

### Procedures in view of doubts and problem-situations:

All doubts, conflicts or breach of the principles in the Code of Ethics shall be reported to the CSR Committee through the Social Responsibility Manager.

### Acceptance of the Code of Ethics

Upon reception of the Code of Ethics of REVIGRÉS, the Stakeholder takes note of and agrees with its contents

The Stakeholder undertakes to comply with the Code of Ethics and acknowledges that any breach of this Code, of the policies and rules of REVIGRÉS will be analysed and subject to appropriate sanctions.

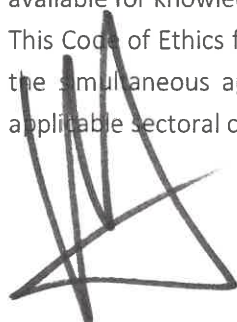
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## Coverage

The Revigrés Code of Ethics applies to the entire organization and in all places where Revigrés is legally represented, in relationships with Stakeholders, as well as in the impacts resulting from the life cycle of products and services provided to society. It is also understood that it must be available for knowledge and guidance to people and entities that collaborate with Revigrés.

This Code of Ethics follows 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.



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