

---

# Corticeira Amorim

---

## Consumer Safety Policy

(Approved by the Board of Directors of Corticeira Amorim, S.G.P.S., S.A. at a meeting held on 06 December 2021)

---

### 1. VISION

Corticeira Amorim and its Companies (all the companies in which Corticeira Amorim has a controlling interest, regardless of whether their head offices are in Portugal or in another country), hereinafter jointly referred to as the "Organisation", is committed to assuming its responsibility as a producer, respecting customers and promoting safe and responsible consumption.

The Organisation considers customer satisfaction, health and safety to be a priority, and product quality and responsibility are therefore deemed crucial. Consequently, all Organisation Employees should strive for efficiency in processes and transparency and integrity in actions and procedures, ensuring quality products and services for customers.

A culture of quality should prevail within the Organisation, through the creation of action plans and continuous improvement aimed at increasing customer satisfaction, health and safety. The different product lines offered by the Organisation ensure that the respective needs of customers in different sectors and markets are covered.

### 2. SCOPE

All the Organisation's employees are responsible for contributing to the implementation of this policy, by both defending and observing the principles of good governance, as also set out in the company's Code of Ethics and Professional Conduct.

This policy is aimed at both an internal and external group:

- The internal group includes all employees (including members of the governing bodies, directors and workers) of any company that is part of the Organisation. The Organisation and its employees will base their decisions and actions on the principles established in this Code, fulfilling their obligations in a professional, responsible and dutiful manner, at all times pursuing excellence in performance and promoting an appropriate working environment, while upholding the reputation of the Organisation and contributing to its sustainability;
- The external group comprises all entities that have an economic, institutional or corporate relationship with the Organisation. External stakeholders (the Organisation's shareholders and investors, customers, business partners and suppliers) are expressly required to respect and adhere to the principles established in this policy, to the extent that the values, principles and standards established herein may be applicable to them.

---

### 3. REFERENCES

This policy includes the Organisation's stance on this issue and establishes principles in line with the main applicable international frameworks:

- Principles of the 1948 Universal Declaration of Human Rights;
- Basic conventions of the International Labour Organization;
- Organisation for Economic Cooperation and Development's (OECD) guiding principles for multinational companies;
- The 10 principles of the United Nations Global Compact;
- BCSD Portugal Charter of Principles;
- Act4Nature Portugal.

### 4. COMMITMENTS

The Organisation defines customer satisfaction as its main objective, committing to:

- Ensuring the provision of services or the sale of products in strict compliance with applicable internal procedures and legal and statutory rules, including those relating to product liability;
- Respect customers' rights and the contractual commitments made to them with regard to the quality of the product or service provided, as well as legally or voluntarily established guarantees;
- Provide complete, relevant, truthful and accurate information in accessible language and adapted to needs, responding to requests, questions and complaints within reasonable deadlines;
- Continuously improve the performance as well as the quality and safety of its products and services, looking to meet and exceed expectations in a spirit of service;
- Formulate honest, transparent and tailored commercial proposals, providing personalised advice when requested by the customer.
- Act in full compliance with the laws and regulations in force in the regions where it operates, and to collaborate with the authorities as far as possible;
- Behave in an appropriate and ethical manner in all its relationships with its customers, in compliance with its Code of Business Ethics and Professional Conduct, being a trustworthy Organisation in its dealings with customers and fulfilling the commitments it has undertaken;
- Manage information with the objective of ensuring the protection of its integrity and the confidentiality of its customers' affairs, undertaking not to disclose their personal information without their prior consent, except when legally obliged to so or in compliance with legal or administrative decisions.

---

## 5. RELATED DOCUMENTS

- Code of Business Ethics and Professional Conduct;
- Corticeira Amorim Sustainability Report;
- Purchasing Policy;
- Anti-corruption Policy.

## 6. VALIDITY

This Policy takes effect on 06 December, the date on which it was approved by the Corticeira Amorim Board of Directors. Given the Organisation operates in different countries, if the content of this policy differs from local rules and regulations, Employees shall give preference to the most restrictive rule.

## 7. REVIEW AND UPDATE

This Policy will be periodically reviewed, taking into account annual reports. Whenever possible and desirable, the Organisation will notify Employees of updates to this Policy, and will promote training courses to ensure that they are aware of the rules it contains.

## 8. COMMUNICATION

The Organisation will take appropriate measures to ensure that all employees are aware of the contents of this Policy and understand its scope. To this end, the Consumer Safety Policy will be available on the Intranet and on Corticeira Amorim's corporate website (in Portuguese and English), so that all those to whom it is addressed may have access to it, the Human Resources Department also being responsible for other internal disclosure measures.

Mozelos, 06 December 2021