

Quality Policy

ALWAYS DOING BETTER WHAT WE DO BEST.

RIBERMOLD's Quality Policy is managed by the following performing principles:

- To promote and to encourage the continuous improvement to assure high performance level at our services, targeting overcoming Customers and attached 3rd parties expectations;
- To assure products conformity and accomplishment of statutory, regulatory and customer's requirements;
- To develop a culture of Action based on risks and opportunities assessment;
- To ensure proper and continuous training of employees, targeting the preservation and the consolidation of their competences on the execution of activities assigned to them;
- To manage external suppliers targeting product and service quality, controlling and evaluating their provisions;
- Constantly evaluate the performance of our work and the respective impact on Customers, aiming the triggering of actions for continuous improvement of our services and the effectiveness / efficiency of the Management of our Quality System;
- To keep adequate & up to date technical means, infrastructures and work environment, pursuing a capable and strong response to the needs and expectations of Customers and attached 3rd parties;
- To encourage the improvement of security conditions, hygiene & health conditions with the scope of reducing the working risks, preventing accidents, occupational diseases and improving working environment.
- To invest in new IT's and in the most modern production means, aiming to positively reply to the increasing customer's & Global Market's demands;
- Fulfil all statutory, governmental and regulatory requirements in the Environmental and Health and Safety at Work domain.

Ribermold's Management fully approves and fully supports this Quality Policy, which will be emphasised and distributed to all employees of the company.

Marinha Grande, 05 de Junho de 2019

A Gerência



Anti-bribery code of conduct

Corruption in all its forms is strictly forbidden.

Ribermold employees should never attempt to present undue advantages that could be considered as corruption. However, they may be faced with several situations where they are the target of third-party requests. This Code of Conduct outlines the conduct to be adopted in such cases.

No Ribermold employee shall grant, directly or indirectly to a third party (internal or external), or receive undue advantages, of any nature and under any circumstances, in order to obtain or maintain a business transaction or favorable treatment.

Each employee should avoid interacting with third parties that could put them personally in a position of obligation and give rise to doubts as to their integrity. They should also make sure that no third party, who might be convinced or induced to enter into a deal with Ribermold, is exposed to such a situation.

As an illustration, but by no means complete, we have listed examples of situations that could lead to the risk of corruption:

- relationships with customers under new contracts;
- the use of a service provider;
- facilitation payments;
- gifts and invitations;
- political contributions, patronage and sponsorship.

It is impossible to provide a complete list of authorized or prohibited behavior due to the diversity of situations and contexts detected. Each employee and institution must show discretion and common sense. In general, any employee facing a questionable situation must comply with the following basic rule:

TRANSPARENCY

Not looking to settle the matter on its own. Talk about it with the person in charge following the internal escalation process, with written communication via email.

Code of professional ethics

All Ribermold employees must foster internal and external relations, with customers, suppliers and entities in general, in a legal, ethical and professional manner, following a conduct based on values such as honesty, respect, integrity, loyalty and equality.

In order to ensure ethical and professional conduct, one must:

1. Serve the clients with care and dedication.



2. Always aim at continuously improving the service, while being transparent in the procedures and taking decisions with exemption, fairness and objectivity.
3. Abide by anti-corruption practices, active or passive, as well as bribes, in the relationship with Customers, Suppliers and other Entities, namely any form of payments, favors and complicities that may lead to illicit advantages, such as offers or receipts from customers or suppliers.
4. Implement procedures to avoid conflicts of interest, in compliance with the legal framework and internal rules, and not engage in activities for personal gain that overlap or are contrary to Ribermold's interest.
5. Ensure professional secrecy with regards to internal or client information that should not be of general public knowledge, by acting with discretion regarding facts and information provided to us during the performance of our duties, fully respecting the commitment of confidentiality.
6. Respect and protect human rights by engaging in non-discriminatory behavior based on race, ethnicity, gender, age, physical disability, religion, opinion or political affiliation, condemning any form of harassment, verbal or physical humiliation and coercion or threat.
7. Respect national and international standards and conventions concerning the activity and employees' rights and duties.
8. Oppose attitudes and behaviors that may jeopardize Ribermold's image or prestige.
9. Ensure compliance with safety, health, hygiene and welfare standards in the workplace, reporting to superiors whenever any irregular situation is detected that jeopardizes the safety of persons, facilities, equipment, and property in general.
10. Protect and maintain the company's assets using Ribermold's resources efficiently, in order to achieve the established goals and not for personal or any other purposes.
11. Maintain a good relationship with colleagues, hierarchical superiors and the latter with their subordinates, in a responsible and cooperative manner, prioritizing a good environment, respect and proper individual treatment.

Therefore, and since Ribermold cannot tolerate this type of behavior, any violation of this Code will be treated as a disrespect to the company and disciplinary proceedings will be initiated. If you are aware or suspect that someone is violating this Code, you should report it by notifying one of the company's Managers. Ribermold will ensure that no employee will be penalized, dismissed or discriminated against for reporting, in good faith, any violation of this Code.

Marinha Grande, November 28, 2019

The Management

