

# GRANORTE®

## MANAGEMENT POLICY

GRANORTE is a leading producer of environmentally responsible products made with cork. We recognize that effective management is essential for achieving our organizational goals, driving performance, and ensuring the success of our business.

This Management Policy represents our commitment to effective leadership, collaboration and continuous improvement. By adhering to this policy, we aim to drive organizational success, optimize performance, enhance customer satisfaction, meet regulatory requirements, create a positive work environment that empowers employees, minimize the environmental impact of our activities and to provide added-value products and services which fascinate our customers.

### Leadership and Vision:

Management will provide clear vision, direction, and guidance to inspire and motivate employees. They will lead by example, fostering a culture of integrity, professionalism, and ethical conduct. Our leaders will actively engage with employees, encourage open communication, and empower teams to achieve their goals.

### Customer Focus:

We are dedicated to understanding and meeting the needs and expectations of our customers. We will strive to deliver products and services that consistently meet or exceed customer requirements and provide exceptional value. Customer feedback will be actively sought and used to drive improvement and enhance customer satisfaction.

### Compliance with Standards and Regulations:

We will comply with all applicable standards, laws, regulations, and industry best practices related to our products and services. Our quality management system will be aligned with ISO 9001 standard, to ensure consistent adherence to quality principles and continuous improvement.

### Process-Oriented Approach:

We will adopt a process-oriented approach to quality management, focusing on clearly defined processes and their effective management. We will establish, document, and continuously improve our processes to achieve desired outcomes, meet quality objectives, and enhance efficiency and effectiveness.

### Communication, Collaboration and Teamwork:

We believe in the power of open communication, transparency, collaboration and teamwork. Objectives, policies, and other relevant information will be communicated to employees, stakeholders, and customers. We will foster a culture of open dialogue, encouraging the reporting of concerns and opportunities for improvement. We will foster an environment where employees are encouraged to share ideas, work together, and leverage each other's strengths.

### Employee Empowerment and Training:

We believe that our employees are essential to the delivery of quality products and services. We will encourage active employee involvement, support initiative, promote team-work and will provide the necessary resources, training, and support to empower our employees to achieve their potential and to contribute to our objectives.



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Safe Workplace

We will provide adequate working conditions with proper facilities to safeguard the health and safety of employees and to ensure that any work which is undertaken produces no unnecessary risk to health or safety.

Environmental Responsibility

We are committed to reducing the environmental impact of our operations by preventing pollution, reducing energy consumption, implementing initiatives to reduce waste and applying circular economy principles. We will actively search to reduce the carbon footprint of our products and activities, by investigating low-carbon options whether in the sourcing, manufacture, transportation, operation or end-of-life processes.

Supplier Management:

We recognize the importance of our suppliers in maintaining quality standards. We will establish and maintain strong relationships with our suppliers, ensuring their commitment to quality and their adherence to applicable standards and regulations.

Ethics:

We are committed to conducting our business with the highest standards of integrity, transparency, and ethical conduct. We firmly believe in the importance of fair and honest business practices and are committed to preventing bribery, corruption, and unethical behaviour in all our operations.

Risk Management:

We will implement a risk management process to identify, assess, and mitigate risks that may impact business. Risk assessments will be conducted at various stages of our processes, and appropriate controls will be implemented to minimize potential risks.

Continuous Improvement:

We are committed to a culture of continuous improvement. We will encourage all employees to identify opportunities for innovation, efficiency, and process optimization. We will regularly review our processes, identify areas for enhancement, and implement necessary improvements. Lessons learned from customer feedback, internal audits, and performance metrics will be used to drive continuous improvement across all areas of our operations.

This policy statement is communicated to employees and stakeholders and it is publicly available.

Approved on April 28, 2023



Eduardo Figueiredo  
Managing Director