

PROGRESS REPORT GLOBAL COMPACT

COP - Communication on Progress 2020
(1st January 2020 to 31st December 2020)

August 2022

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1. Declaration of Commitment

The main milestone of 2020 was the 40th anniversary celebration of the Grupo in May. Four decades have gone by since the initial idea, which went from paper to reality, and which then quickly grew and brought forth new activities and challenges. We have overcome the most ambitious and daring expectations, creating the current reality we are so proud of. The result of a journey marked by creativity, innovation, dynamics, competitiveness and ambition, today we are a worldwide brand with an important role in the main areas of economic activity, with special emphasis on telecommunications, energy, construction, industry and tourism, among many other areas. However, during this financial year, we were not able to give this landmark celebration the attention it deserved, while also many other things were pushed into the background, as our activities overall and the lives of us all were changed by the completely unpredictable emergence of the Covid -19 pandemic that definitely left its mark in 2020.

Grupo and its companies had the ability to quickly adapt to the new and very demanding reality and created the conditions within the main businesses to become a backbone of resilience by ensuring operations in telecommunications and energy that allowed support the new experiences and fundamental needs of people and markets.

Concurrent with the company's 40th anniversary, Grupo Visabeira decided to adopt a new governance model based on a dual concept, supported by the creation of the General and Supervisory Board. The primary purpose of this new governance model is to ensure a focus on promoting greater and clearer separation between executive and supervisory functions and, at the same time, reinforcing the autonomy and participation of individuals at the supervisory level. This new type of organization is also intended to focus

management on maximizing accuracy and optimizing resources. In the context of this new governance model, managing the company is no longer the exclusive responsibility of a management body, as it is shared between the Executive Board of Directors and the General and Supervisory Board.

The Grupo will maintain its active corporate attitude, overflowing creativity, excellent quality and demanding accuracy, aiming at responsible competitiveness and a commitment towards sustainability, which we assume towards everyone, with a fundamental principle of collective survival.

As an active participant, we reinforce our commitment towards continuing to use the Global Compact and its principles as part of the strategy, culture and daily operations of our company, focusing all efforts to disclosure publicly this commitment to our shareholders, with whom we will continue to walk the future paths, based on the competitive advantages of our brand, people's abilities and partnerships which we have been strengthening or broadening.

We will continue to support, disseminate and follow up on the Millennium Goals, while supporting accountability and transparency of information, and therefore commit ourselves continuing to report annually on progress made, outlining our efforts to implement the 10 principles in line with the Global Compact COP policy.

A final word to all those who have contributed to overcoming the demanding challenges and are therefore partners in our success: partners, suppliers, employees, shareholders, entities, institutions and customers. Thank you for sharing with us in the building of our own future 2021 will be a challenging year, with new and demanding obstacles and challenges to overcome.

1. Declaration of Commitment

However, we have new solutions and are more prepared for the year, stronger, more focused on accuracy and excellence, in order to meet people's needs and expectations.

Sincerely,

A handwritten signature in black ink, appearing to read 'Fernando', with a long, sweeping horizontal stroke extending to the right.

Fernando Campos Nunes

Chairman of the General and Supervisory Board

2. Grupo Visabeira

Creativity_

Innovation_

Dynamics_

Competitiveness_

Ambition_

*FOR 40 YEARS WE HAVE BEEN CREATING
THE CURRENT REALITY WE ARE
SO PROUD OF, ALL OVER THE WORLD.*

► Vision

To be an economic group of large multinational expansion, seeking leadership in every sector and market we operate and differentiating ourselves with innovative concepts and integrated solutions that create value both for customers and shareholders.

► Mission

To offer our partners and customers increasingly complete solutions, according to their needs and fulfilling their expectations, through an increasing productive and operational capacity. Thanks to the multi-sector characteristic that defines us, we produce a great diversity of goods, provide services in a wide number of areas and we create multiple business opportunities. To improve the everyday lives of thousands of people, all over the world.

► Values

The values we assume as defining elements of the Visabeira brand are common to all the professionals and the different areas of the organisation, proving to be decisive for the Grupo's evolution and its continued success.



Visabeira from A to V

A AGUIEIRA, MONTEBELO AGUIEIRA LAKE RESORT & SPA represents the scope of the Grupo's wide tourism offer. Here, a leading resort with an exuberant water surface is associated with worldwide canoeing.

B BORDALO PINHEIRO, a century-old brand founded in 1884 by Raphael Bordalo Pinheiro, whose legacy the Grupo has renovated and reinvented, giving it worldwide renown, is here represented by some iconic pieces: the frog, the sardines, the swallows...

C CONSTRUCTION sector, a key area in the aggregation of skills in this activity area, with impressive expertise both in Portugal and abroad, is represented by Edivisa, a leading company in this sector.

D DAY AFTER an old brand which remains in the public's memory with a very diversified offer of entertainment, which in the meantime has grown with a large complex of congresses and events: the *Expocenter / Forno da Mimi*.

E ELECTRICITY sector - an important area that also dates back to the beginning of the activity - is led by companies such as Visabeira, and the Grupo operates within this sector in many countries.

F GOLFE MONTEBELO in Farminhão, Viseu, shows the variety of tourism offerings that the Grupo has been adding since the 1990s. This is still today the only 27-hole golf course in the north/centre of the country, in a dreamlike landscape between the Estrela and Caramulo mountains.

G MONTEBELO GIRASSOL MAPUTO represents the internationalization of the Grupo's hotel chain, with hotels in Mozambique, which also include the Montebelo Indy Congress Hotel, as well as hotels in Nampula, Lichinga, Songo/Cahora Bassa, Gorongosa and Milibangalala.

H HOTEL MONTEBELO in Viseu was the first hotel, which created diversified tourist offers and destinations that have conquered a place on the market and represent a leading hotel chain.

I CASA DA ÍNSUA, a historic hotel, in an 18th century manor house, full of history, which highlights the richness of the hotel offering and which also includes Gardens, Estate and Museum.

J GARDENS, GREEN SPACES AND LANDSCAPE, a speciality that harmoniously combines design, construction and maintenance of green spaces and landscape architecture, which is as well part of the Grupo's skills within the construction area.

L LISBOA, ZAMBEZE RESTAURANTE, the Lisbon restaurant in the São Jorge castle area, with a terrace and a privileged panoramic view over Down town and the Tagus river, represents the Grupo's diversified offer in the art of gastronomy. Varied choices in different environments: Troppo Squisito, at Terreiro do Paço and at Palácio do Gelo or Cervejaria Antártida, Rodízio no Gelo, Rodízio Real and Forno da Mimi, are other references in the art of excellent cuisine.

M MUSEUMS, Bordallo Pinheiro's swallows represent the will and ability to preserve a unique historic legacy, through museums with a strategic vision associated with the areas which incorporate them, examples of which are: the Vista Alegre Museum, the Bordallo Pinheiro Museum and the Casa da Ínsua Museum.

N Nossa Senhora da Penha de França or **VISTA ALEGRE CHAPEL** is a national monument, and is part of the Vista Alegre complex which includes: Museum, Theatre, Bairro Operário [Old employee's housing facilities], Factory, Stores and Montebelo Vista Alegre Ilhavo Hotel (the only hotel in the world associated with the theme of porcelain and art).

O CABLE TV OPERATOR - a brand that highlights the Grupo's leading role in this activity, with special emphasis on successful projects, pioneering in southern Africa, where TV CABO is an excellent operator. (Angola and Mozambique).

P PALÁCIO DO GELO represents by itself the innovative boldness of the Grupo's projects and its real estate area comprises its head offices and a unique commercial offer as well, including an ice rink and an ice bar, unique in the country.

Q QUINTA DA ÍNSUA, associated with hotel offerings, also produces Dão Casa da Ínsua wine, Serra da Estrela cheese and Bravo de Esmolfe apple, coinciding with the three demarcated regions associated with these products of excellence.

R RENEWABLES - Renewable energies are a sector that the Grupo pays special attention to, operating both in terms of offering construction and maintenance solutions, and in terms of cogeneration production.

S Sítio da VISTA ALEGRE, cradle of the century-old brand, is a complex from which the Grupo was able to leverage the brand to a leading position among the main world players as far as ceramics and crystal are concerned.

T TELECOMMUNICATIONS - these sector's activities started in 1980 and during that decade it started operating abroad, becoming the leader in fixed and mobile networks in many countries. It operates throughout Europe with Constructel, in Africa and America.

U UNIVERSE OF COMPANIES based on **INTERNATIONALIZATION**. It represents the Grupo's capacity for globalization, which has gained a multinational renowned presence all across the world, with companies in sixteen countries and products and services in more than one hundred and twenty countries.

V VISABEIRA is a brand that combines all these activities and represents the Grupo's ability and dynamics to integrate competences and capacities to create innovative solutions, whose aim is to exceed the expectations of its customers.

1824



VISTA ALEGRE
1824

1884



1988




MONTEBELO
HOTELS & RESORTS



mob
cozinhas

1996



tvcabo




PALÁCIO DO GELO
SHOPPING

2002



 CONSTRUCTEL

2009




Pinewells

2020



 CONSTRUCTEL
VISABEIRA

Our brands

Many of Grupo Visabeira's brands have acquired national and international recognition whether associated with or independent from its reputation, but all of them benefit from the efficiency in communication that the Grupo has maintained over the years.

This is the case of the insignia dating back to the nineteenth century, which gained new brilliance after bringing together its portfolio of companies, growing exponentially through global exposure.

Where *we are*

16

International
operations with
companies

120

Countries
with products
and services

Grupo Visabeira is present in 16 countries, including France, Germany, Belgium, Spain, Denmark, Italy, the United Kingdom, the United States of America, Angola and Mozambique, marketing services and products for 120 nations.

Companies

► Europe

Portugal
Spain
France

Germany
Belgium
Denmark

United Kingdom
Sweden
Italy

► America

Brazil
USA
Mexico



► Asia

India

► Africa

Angola
Mozambique
Morocco



-  Presence with companies
-  Presence with products / services

Products / Services

► Europe

Andorra
Armenia
Austria
Azerbaijan
Belarus
Bulgaria
Cyprus
Croatia
Czech Republic
Estonia
Finland
Georgia
Greece
Hungary
Iceland
Latvia
Lithuania
Luxembourg
Malta
Monaco
Netherlands
Northern Ireland

Norway
Poland
Romania
Russia
Serbia
Slovenia
Slovakia
Switzerland
Turkey
Ukraine

► Asia

Bahrain
China
East Timor
United Arab Emirates
Philippines
Hong Kong
Indonesia
Iran
Iraq
Israel
Japan
Kazakhstan
Kuwait
Lebanon
Macao
Malaysia
Oman
Qatar
Singapore
South Korea
Sri Lanka
Taiwan
Saudi Arabia
Thailand
Vietnam

► Africa

Cape Verde
Congo
Egypt
Equatorial Guinea
Guinea-Bissau
Kenya
Libya
Malawi
Mali
Mauritius
Namibia
Nigeria
São Tomé e Príncipe
Seychelles
Senegal
Sierra Leone
South Africa
Sudan
Togo
Tunisia

► Oceania

Australia
New Zealand

► America

Argentina
Aruba
Bolivia
Canada
Caribbean
Chile
Colombia
Costa Rica
Cuba
Dominican Republic
Ecuador
El Salvador
French Guiana
Guadalupe
Guatemala
Haiti
Honduras
Martinique
Panama
Paraguay
Peru
Surinam
Trinidad and Tobago
Uruguay
Venezuela

Main businesses

► Global

TELECOMMUNICATIONS
ENERGY
TECHNOLOGY
CONSTRUCTION

► Tourism, Real Estate and Services

HOTELS
RESTAURANTS
REAL ESTATE
SERVICES

► Industry

PORCELAIN
CRYSTAL AND GLASS
KITCHEN FURNITURE
BIOFUELS AND
THERMAL ENERGY

Grupo Visabeira has its main activities organised in three holdings, segmented by business areas and fully focused and specialized by business: Visabeira Global, Visabeira Indústria and Visabeira Turismo Imobiliária e Serviços. This organisational model adds to it multi-sector experience and leverages specific skills in the various domains so as to create synergies that create value for their customers. This is the structure that strengthened the growth and continuous improvement that is recognized both by the market and by the main players in multiple activities.

The year 2020 was strongly marked by the Covid-19 pandemic whose impacts were felt worldwide and which affected the various fronts where Grupo Visabeira's subsidiaries operate, limiting some of their activities. The performance of its telecommunications and energy operations was able to adapt quickly to new market demands, guaranteeing the functionality and development of structures essential to people's lives. Despite this, under this difficult context, the Grupo reached a new historical high in turnover and maintained the path outlined reaching new markets and countries. This is the DNA of the Grupo ensuring continuous optimization of available resources and the maximization of the competences and capacities of the entire team, permanently oriented towards results.

Global

► TELECOMMUNICATIONS

► ENERGY

Performing Telecommunications

- Mobile and wireless telecommunications engineering;
- Technological infrastructures;
- Specialised technical solutions for telecommunications networks, transport, defence and security;
- Television, internet and voice operations using cable and optical fibre.

Performing Energy

- Construction, installation and maintenance of infrastructures and equipment related to electricity, gas and renewable energy sources, including solar, wind, cogeneration and biofuels;
- Project and technical assistance.

► TECHNOLOGY

► CONSTRUCTION

Performing Technology

- Solutions and services related to engineering, information and communication systems, mobility, innovation and georeferencing;
- Integration of solutions;
- Maintenance and technical service.

Performing Construction

- Construction and civil engineering;
- Design, construction, refurbishment and maintenance of buildings and infrastructures.



Industry

- ▶ CERAMICS
- ▶ CRISTAL AND GLASSWARE
- ▶ KITCHEN FURNITURE
- ▶ BIOFUELS AND THERMAL ENERGY

Performing Industry

- Manufacture and marketing of porcelain (porcelain, earthenware, stoneware), crystal and glass, for the segments of tableware, giftware, decorative and hotelware;
- Manufacture and marketing of multifunctional and custom kitchen furniture; design and development of heating boilers and energy recovery systems and associated services;
- Production of organic pellets / biomass; natural resources.



Tourism Real Estate Services

Performing *Tourism*

- Operation of hotels (hotels, resorts and lodges);
- Restaurants;
- Entertainment areas, leisure, wellness and sports complexes;
- Hotel chain in Portugal and Mozambique, for leisure and business, including hotels in the congresses, meetings and tourism segments;
- Charm, nature, sport, culture and history segments.

- ▶ HOTELS
- ▶ RESTAURANTS
- ▶ LEISURE
- ▶ REAL ESTATE
- ▶ SERVICES

Performing *Real Estate*

- Design, construction, commercialisation, mediation, maintenance and management of real estate projects;
- Diversified portfolio of superior quality for the upper and middle-upper segments;
- Residential, offices, commercial and tourist areas, parks and other complementing areas;
- Management and Services.

Performing *Services*

- Multiple offer of products and services or turnkey solutions;
- Study, development and projects;
- Specialised services in multi-sectors;
- Consultancy services.



3. Commitment towards the Community

Our commitment towards Sustainability

ENVIRONMENTAL ECONOMIC ASPECTS:

- Energy efficiency
- Renewable fuels
- Green technology

ECONOMICS

- Growth
- Profit
- Cost Saving

SOCIAL ECONOMIC ASPECTS:

- Business ethics
- Fair trade
- Worker's benefits

ENVIRONMENT

- Natural resource use
- Pollution prevention
- Bio-diversity

SUSTAINABILITY

Society

- Standard of living
- Education
- Jobs
- Equal opportunity

SOCIAL ENVIRONMENTAL ASPECTS:

- Conservation policies
- Environmental justice
- Global stewardship

3.1 People

Grupo Visabeira, in the extremely adverse scenario and constant uncertainties that indelibly characterized 2020 as a result of the Covid-19 pandemic, focused primarily on adapting its operations and activities to the new context. It involved the entire team, safeguarding necessary behaviour and hygiene rules as well as the essential adaptation of procedures with respect for best practices. In this sense it motivated its structure to provide a suitable and effective response to the needs of the new reality. Moreover, it managed to effectively respond in these demanding times and meet the needs of society and the market, assuming its responsibilities as the main player in vital sectors such as telecommunications, energy, technologies, construction and many others.

Under this demanding scenario, the company continued to focus on its multi-functional and multi-continental corporate identity, favouring training, as well as its human resources policy, always aiming at continuous improvement of productivity and quality of services or products.

The entire team, at its different levels, was motivated to overcome obstacles and maintain its daily aim of meeting the needs and exceeding the expectations of customers. The individual purpose remained in line with the brand's identity, supported by three fundamental aspects: i) the quality of services and products; ii) the geographic expansion of its activities; iii) the dynamics and accuracy of performance.

The organization, in all its structure, also took on balancing the new requirements with the permanent challenge of combining attractive and

successful careers with individual and collective results. Everyone's focus always aims at an efficient management of knowledge, a competent management of the teams, the optimisation of resources, the maximization of synergies and the efficient sharing of the company's strategy and values.

The Grupo, which wants to become stronger and whose goal is its growth, the primary mission of its management is to involve everyone in the awareness of good practices, and to promote their correct connection with the management of professional and personal expectations of each and every one, in line with quality of performance and achievement of goals.

At the base of the success achieved is the versatile capacity of training and qualification of technicians, the dynamics regarding the management of careers, promoting multisectoral opportunities for career development for each of its employees. In this context, it is important to highlight the Grupo's characteristic multi-sector and international identity, which is a key factor for partnerships with education institutions, technical and professional schools, universities and all academic organisations. With these institutions, the company liaises and maximizes the promotion of the best conditions of success for young graduates in order to tailor the best frameworks for their fruitful integration into professional life, ensuring mutual added value.

For the common goals, a wise combination of experience with new blood is essential to harmoniously complement a solid team, competent and motivated in line with the Grupo's expansion model on a full development path with increasingly ambitious challenges, as has been the case for 4 decades at the end of the year.

3. Commitment towards the Community / 3.1 People

In historical terms, the average number of employees grew by almost 2%. During a year in which the turnover grew 5.5% within a scenario of new and additional requirements and difficulties associated with the health crisis, this development in terms of personnel, although inferior to turnover, shows the capacity, competence and motivation with which the whole team has strived to achieve remarkable performance, always with an assertive focus on its main goals. This allowed for reaching historical highs in most indicators, and at the same time responding to market demands within this difficult context.

Within this area, in 2020 the Grupo recorded a growth of a total of 12.114 employees, on the 31st of December 2019, and to 12.343 on the 31st of December 2020, a growth representing an increase of 1.9%. The Grupo's three large sub-holdings, taking into account the same reference as on the 31st December, registered behaviour in line with their activity levels: Visabeira Global went from 7,051 to 7,592, which is 7.7 % more; Visabeira Indústria increased from 2,813 to 2,852, representing an increase of 1.0%; and Visabeira TIS increased went from 2,250 to 1,899, leading to a 15.6% decrease. The following table reflects this evolution, in recent years, per sub-holding:

People

	2020	2019	2018	2017
Visabeira Global	7.592	7.051	6.517	5.285
Visabeira Indústria	2.852	2.813	2.654	2.611
Visabeira Turismo, Imobiliária e Serviços	1.899	2.250	2.156	2.177
TOTAL	12.343	12.114	11.327	10.073

Vocational Training

In this knowledge economy era, in which information is treated as a raw material for economic activities, training takes on an increasingly important role.

Within an environment of growing globalization of markets and outsourcing of production activities in keeping with a high degree of specialization and growing importance of the level of customer service, it is paramount to provide companies with tools which will increase competitiveness of its organizations. As Peter Drucker said one day, "the challenge is to make ordinary people do extraordinary things".

In this context, it is increasingly relevant to improve employees' performance of any company, in any business activity. It is easy to understand that the performance of employees with more training or experience is essential for an organization in achieving its goals and it is extremely important for the success of knowledge-based businesses.

The globalisation of markets and the increasing externalization of productive activities leads to the need to provide companies with tools to increase their competitiveness. Thus, improved employee productivity is increasingly relevant, making it easy to understand that professionals performing with more training or experience are fundamental for companies to reach their goals.

Thus, training is no longer seen by companies as a mere legal obligation, but rather as a valuable investment. For people, it is also no longer seen as a waste of time, which is reflected above all in the more open attitude with which they attend training, and engage in their goals.

For Grupo Visabeira, continuous professional training is one of the solutions for improving productivity and profitability levels and it is important to

refresh knowledge already acquired. In addition, keeping professionals up to date on the latest trends, laws, technology and practical requirements for their professional occupations strengthens the capacity to innovate, to adapt or to foster group interaction between employees, which are factors that have proved to be truly essential for companies.

The training entity Grupo Visabeira, SA (certified by the DGERT since 2005), treats the companies of the Grupo and their own service providers as privileged clients, as the training is custom tailored to the needs of each company. In this way, it acts in diverse areas of education and training, of which some of the following should be highlighted: Foreign languages and literatures; Management and administration; organisation/company framework; IT in the eye of the user; Electricity and energy; Electronics and automation; Civil construction and civil engineering; Hotel and restaurant industry; Technology for environmental protection; Health and safety at work.

In line with what has been happening in recent years, in 2020, and despite the pandemic, Grupo Visabeira's internationalisation growth scenario in the telecommunications sector on the European market was maintained, resulting in an increase in the number training courses carried out, which made it possible to respond to the need for qualification of technicians for these new markets. These initiatives were carried out in different places in mainland and insular Portugal (most of them centred at the Training Academy in Viseu) and also in Europe, with particular relevance in France and in the United Kingdom.

For 2021, due to the continuous commitment towards the internationalization of the Grupo Visabeira's telecommunications area in the European market, the number of training courses to be carried out, as well as the number of trainees involved, is expected to continue the same growth trend as in recent years.

3.2 Quality, Environment and Safety

Sustainable Development is one that requires the satisfaction of the needs in the present without compromising those of future generations. Sustainable Development is based on three pillars: economic, environmental and social, called “triple bottom line” or “3Ps” (Profits, Planet, People). It reflects the balance that must exist between the performance of the three pillars to create value for Income (profits), for the Planet and for People.

In organizations, the concept of Sustainable Development is understood from the perspective of other concepts, such as, for example, Corporate Sustainability, Corporate Social Responsibility and Management Systems, whose focus is the relationship with shareholders. The sustainability of an organization is based on the balance between its economic growth and its environmental and social duties and responsibilities.

In this sense, in Grupo Vista Alegre, management relies on a set of procedures, standards and practices, capable of using natural resources in an environmentally responsible manner, avoiding irreversible impacts. This new concept entails a concern with the use of clean technologies, minimisation of waste and the sustainable management of natural resources.

With regard to Safety and Health at work, integrated in the social dimension of sustainability, the development and certification of the companies' main Management Systems, combined with various actions to prevent accidents and with the continuous commitment training employees, allowed optimising working conditions and professional performance, which improved in a sustained manner indexes in these areas.

In other words, the quality and excellence in its products/services and companies is sustained by the continuous improvement of Integrated Management Systems (Quality, Environment and Safety). In this sense, in 2020, we highlight a set of activities within the scope of quality, environment and safety, summarised below:

- Software development will be continued for continually monitoring good practices in the areas of quality, environment and safety, carrying out Quality, Safety and Environment audits and inspections, mainly in the Visabeira Global areas. These audits are carried out online via a tablet computer, which speeds up this process, reducing the administrative burden of the process and eliminating paper consumption;
- The company will continue focusing on its commitment towards professional training, which involved more than 2,500 employees, with emphasis on health and safety at work, which represented around 70% of trainees;
- Reinforcement of its commitment towards sustainability, as there is an increasing demand for certified and the so-called sustainable products. Thus reassuring the customer that the product he/she is using is in fact from sustainable sources and that it does not jeopardize environmental, social or economic aspects;
- Continued implementation of the Kaizen methodology in the companies, with special emphasis on the ceramic industry, which has allowed for greater involvement of employees in the company's processes. This methodology that has allowed, in addition to productivity gains, to

3. Commitment towards the Community / 3.2 Quality, Environment and Safety

improve employee well-being, since it also allows for improving their place of work;

- Continuous monitoring of good hygiene and food safety practices, in compliance with a control and audit programme that included, among other actions, over 200 microbiological analyses at the various units of Visabeira Turismo;
- Continuous improvement of the response capacity in situations of environmental emergency, by accident simulation, which allow an effective performance by the employees in the event of accidents of an environment nature;
- Carrying out energy audits and drawing up energy controlling plans for the fleet of some Visabeira Global companies, defining purposes and goals to be met, thus allowing for greater awareness among employees and a reduction in energy consumption;
- Continuous monitoring of environmental aspects, calculation of the respective impacts on the environment and permanent reassessment of mitigation and minimisation measures implemented;
- Centralized waste management at Visabeira Global allows for proper management and control of waste produced, optimizing travels by the Waste Operator and, in turn, reducing costs associated with transportation;

- Continuous optimization of the geolocation system in vehicles, allowing efficient management of technical resources in their daily activities. This system marks an important role in regards to sustainability of the company, since it allows obvious gains either in the economic aspect, and especially in the environmental aspect;
- Environmental awareness when purchasing work equipment, having prepared specifications for the main groups of material and equipment, giving priority to those with lower environmental impact and that simultaneously ensure the safety for users.

UN Global Compact

Complying with a strategic orientation that promotes an attitude characterized by accuracy, effort and transparency, Grupo Visabeira continues to make every efforts towards developing a fairer society, focused on people, based on values, integrity and innovation, committed to support and achieving the Millennium Goals, respecting and promoting the human rights of all citizens, reducing social inequalities and environmental imbalances in the regions it does business in.

Thus, in line with its strategic guidelines mentioned previously, Grupo Visabeira, as a signatory of the United Nations Global Compact, prepared its eighth Communication on Progress (COP) report, restating once again its commitment to further promoting the Global Compact and its 10 principles as an important part of the company's strategy, culture and day-to-day operations.

Management Systems

Grupo Visabeira defines the Environment, Quality and Security as permanent and priority goals. Proper management of the three components within the company consolidates this policy to ensure the greatest degree of satisfaction of its shareholders.

With its Environmental, Quality and Safety Policy, promoted among its main shareholders, Grupo Visabeira is committed to take the necessary measures to:

- Comply with the law applicable to the companies' activity, the customers' requirements and the regulation regarding the services provided;
- Comply with environmental, quality and safety procedures by the company in order to prevent pollution, technical failures, accidents and occupational diseases;
- Promote continuous improvement of the environment, quality and safety management system in order to meet the shareholders expectations;
- Establish and periodically review the environment, quality and safety goals and targets;
- Plan prevention and risk assessment as well as the respective preventive measures, by integrating all levels and for all the company's activities;
- Train, inform and engage all employees in the management and development of the environment, quality and safety management system;
- Prevent and minimise environmental accidents;

- Ensure the protection of all employees, services providers as well as third parties, who directly or indirectly may be affected by our activities;
- Identify and minimize the risks for the safety and health of the employees, the installations and the work place;
- Promote the communication and cooperation of the interested parties;
- Promote and enforce this Policy by the Services providers.

Regarding the implementation and certification of management systems, 2020 was marked by the maintenance and consolidation of the company's certification, complying with the quality (ISO 9001), environment (ISO 14001) and safety (OHSAS 18001) standards.

For 2021, the focus on management systems will be focused on the transition to the new regulatory safety standard (ISO 45001).

3.3 Social Responsibility

In a sensitive year, for known reasons, Grupo Visabeira did not fail to pay special attention to social concerns, continuing to show particular sensitivity to the Social Responsibility Policy, in Portugal and in other countries, namely in Angola and Mozambique, two countries where it has operated for several decades.

Through multiple initiatives of its own or in partnership with external institutions, supporting the actions taken by them, Grupo Visabeira has undertaken, as a goal, to contribute positively to social or individual well-being.

The Social Responsibility Policy was embodied in financial or logistical support in areas such as health, education, social action, sport, culture and training, among others.

In a year of pandemic caused by Covid-19, Grupo Visabeira has been, since the beginning, in the front line of support to institutions, offering thousands of masks and face shields for individual protection. *Centro Hospitalar Tondela-Viseu*, as well as the *Santa Casa da Misericórdia* of Viseu were the institutions which benefited. With the evolution of the pandemic, Grupo Visabeira created a company to manufacture individual protection equipment, including different types of masks, making them available to its thousands of employees at special prices, with significant discounts compared to the market value.

The two pastimes promoted by Vista Alegre and by Bordallo Pinheiro, which challenged the Portuguese to create, in times of confinement, the decoration of two pieces of porcelain and one of faïence, was another

initiative within the scope of Covid -19. Mugs and frames by Vista Alegre and a sardine by Bordallo Pinheiro were produced, whose entire revenue would go to the National Health Service to acquire hospital equipment. This was another direct way for Grupo Visabeira to take on an important role in intervening in the common and social welfare.

As far as education, solidarity and well-being are concerned, during 2020 Grupo Visabeira continued to be the main funder of *Fundação Visabeira*, a non-profit institution which is in charge of Nurseries *Infantinhos da Vilabeira* and *Infantinhos da Quinta do Bosque*, both in Viseu.

These units, in addition to receiving children residing in the surrounding urban areas, it also gives special support to the children of Grupo company employees, nursery and pre-school age. Grupo Visabeira offered some laptop computers to the *Agrupamento de Escolas de Mundão* Schools, in Viseu, with the purpose of supporting needy students in accessing distance learning.

For a few decades, Grupo Visabeira has been seeking partnerships with organisations and companies to sign protocols that aim to grant the best conditions to its more than 12,500 thousand employees, comprising different sectors, such as the telecommunications, banking, health, automobile and insurance sectors, among others.

Employees also benefit from several discounts on the purchase of products and services that are sold by Grupo Visabeira companies. These include preferential prices on housing rentals and purchases, discounts on restaurants and hotels, on tourist packages and trips, on beauty, wellness and access to the ForLife gym programs, as well as on the purchase of products sold by Vista Alegre and Bordallo Pinheiro.

3. Commitment towards the Community / 3.3 Social Responsibility

In 2020, Grupo Visabeira also sponsored the Braille edition of *Visão* magazine, as well as the *Associação Cultural Intruso*, from Viseu. In this particular case, it was about sponsoring the “Specific site - Specific body” project. This project consists of interpreting the architectural heritage of the city of Viseu, through movement, image and sound, aimed at achieving five choreographic short films about the relationship: body – city – heritage. Grupo Visabeira, through Vista Alegre, also sponsored the ASAS Association once again, offering pieces with a view to trading them at the “Asas Weekend” initiative, where revenue from the sale is intended to be applied in the ASAS shelters.

Vista Alegre also sponsored another edition of the *Expresso BPI Golf Cup*, offering the competition trophies, as well as the “Women in Tech Global Awards” initiative.

In the sports area, Grupo Visabeira sponsored equipment purchasing for the *Lusitano Futebol Clube de Vildemoinhos* under-19 women’s football team. In addition to the actions that Grupo Visabeira promotes as a holding company, some of its companies also carry out several initiatives throughout the year. *Palácio do Gelo Shopping* is one of them.

The largest commercial area in the Central Region and one of the largest in the Iberian Peninsula, attracting millions of visitors annually, manages to expand activities in terms of Social Responsibility, in the most varied of aspects. During a year influenced by Covid-19 pandemic, the shopping centre was concerned with the well-being of its customers, visitors and tenants from the beginning, opting for prevention and awareness-raising actions in this area.

All over the retail area, disinfectant dispensers were placed and information was posted, always controlling people’s entrance and movement. The restaurants area was also resized to avoid people congregating. A specific space was also created in the shopping centre’s car parking with a view to collecting purchases and orders, thus preventing the physical entry of customers into the commercial area. With all the protection measures, *Palácio do Gelo Shopping* was able to obtain the “Safe Spot” seal with distinction, declaring it a clean and safe space.

Another initiative of *Palácio do Gelo Shopping* was the creation of the Servi.do platform. In partnership with restaurants, this platform was created to make it easier for all customers to choose the restaurant and menu of their choice. This allowed for reserving a table, so that access to the restaurant and the waiting time for a meal were reduced.

At Christmas time, to avoid crowding, the arrival of Santa Claus and the traditional workshops were held online. In fact, the Christmas at *Palácio do Gelo Shopping* was 90% experienced through social networks. Keeping the annual activity of sponsoring several non-profit associations, *Palácio do Gelo Shopping* periodically opened its doors to some entities to carry out fund-raising or goods collection and also during periods when the risk of Covid-19 infection was reduced.

As is the case every year, *Palácio do Gelo Shopping* sponsored several associations from the region of Viseu, within the social, sports or cultural areas. Noteworthy sponsorships were granted to *Académico de Viseu Futebol Clube* and *Clube Desportivo de Tondela*. *TOC – Termas Óquei Club de S. Pedro do Sul* and Viseu 2001, a futsal team, which competes in the first division, and Viseu Padel were also sponsored by *Palácio do Gelo Shopping*.

3. Commitment towards the Community / 3.3 Social Responsibility

Also noteworthy are the partnerships with *Viseu Marca – Feira de S. Mateus* and with the Miss Viseu event, in addition to the sponsorship of the *Cavalcadas de Vildemoinhos*. The *Palácio do Gelo Shopping* had exhibited the “*Vestido da Morgadinha de Teivas*”, a giant 8-meter-tall dress, which is now in the Book of Records.

The ForLife gym also had several activities within the scope of its Social Responsibility Policy, celebrating several special days, such as the “International Day for Stopping Violence Against Women”. These dates were used for awareness-raising actions and for fund-raising for associations linked to each of the themes dealt with.

In this context, the celebration was used to collect goods and donations for two associations from Viseu: *CAEV – Centro de Acolhimento de Emergência de Viseu* and *CAD – Casa Abrigo Diferenciada para Vítimas de Violência Doméstica com Doença Mental*.

Also worthy of mention is the initiative of Ria Stone, a ceramic factory belonging to the Grupo Vista Alegre: bearing in mind an environmental concern, which also affects society as a whole, Ria Stone has eliminated the use of plastic cups, an average monthly consumption of around ten thousand units, for around two hundred thousand per year. As an alternative, Ria Stone purchased three hundred and fifty reusable bottles personalized with the company’s logo, and distributed them to all employees, who then fill them at seven points located in the industrial plant.

Mozambique

In Mozambique, Grupo Visabeira’s Social Responsibility actions were once again sponsored especially by TVCABO, an operator that was well aware of the situation in the country due to the coronavirus pandemic.

In this sense, in partnership with TVM, TVCABO transmitted the new TVM *Telescola* channel in open signal on its distribution platform, also guaranteeing delivery of the same signal to other operators free of charge. With a 12-hour program, from Monday to Friday, it allows access to contents of the national education program, aimed at various years of schooling, from primary to secondary, from technical-professional education to adult education, including teacher training.

Still regarding education, TVCABO, in this case together with the Baia Mall Shopping Centre, donated school material to the *Escola Primária Completa da Macaneta*, in the district of Marracuence, Maputo province.

Also within the scope of support to the Mozambican population, namely the most needy, TVCABO and its employees donated personal protection masks. They were distributed on the streets and in the markets, intending to minimize the risk of the Covid-19 infection.

TVCABO financially supported the UPG Pre-Schools project as part of its social responsibility policy. This support was even more important due to the effects of Covid-19, which significantly affected the Mozambican economy. The UPG preschools – *Escolinha Flor da Infância* (EFI), *Escolinha de Santa Catarina* (ESC) and *Escolinha de S. Vicente de Paulo* (Pre SVP) – offer 160 underprivileged children, between 3 and 5 years old, access to pre-school education, daily meals, teachers and school supplies. UPG preschools contribute to reducing child marginality, improving nutrition and hygiene, increasing attendance and better results in primary education.

3. Commitment towards the Community / 3.3 Social Responsibility

Also noteworthy is the partnership between TVCABO and CCFM - *Centro Cultural Franco Moçambicano*, with the Grupo Visabeira operator having increased the internet capacity allocated to that entity. This action aimed to contribute to maintaining part of the CCFM's cultural activities online, responding to Covid-19 prevention measures.

The *Associação Livro Aberto*, an institution aimed at helping children through reading, benefited from the support of TVCABO, which offered the installation of the internet service.

TVCABO also joined the solidarity campaign to support refugees and people displaced by war, raising and donating a wide range of essential goods.

Still during a Covid-19 period, TVCABO joined Valdemiro José and Stewart Sukuma broadcasting their shows online. This was a way of bringing citizens closer to culture, during a time of social distancing.

Angola

The actions included in the Social Responsibility Policy in Angola were also developed by TVCABO and can be summed up in three major initiatives.

First of all, bandwidth was doubled. The year 2020 was marked by the negative economic repercussions caused by Covid-19. The pandemic affected several sectors of economic activity, namely companies, families and the State. Thus, in order to minimize people's lack of mobility, and somehow helping them to comply with the health standards that forced everyone to stay at home, TVCABO, under the guidelines of the Regulatory Agency, provided double the contracted bandwidth to all customers in the residential segment for approximately 8 months.

In this context, the National channels TPA 1 and TPA 2 were also made available on open signal to all TVCABO customers, even to those who had not renewed their subscription. This offer took place throughout the year 2020, extending until 2021.

Still within the scope of Social Responsibility, since 2016 TVCABO has been promoting various activities with employees and customers in general, to raise awareness, prevention and early diagnosis of breast cancer. Internally, and with prevention and early diagnosis as the motto, online lectures were held on the subject in partnership with the *Fundação Mulher unidos na Prevenção do Cancro da Mama*.

3.4 Communication

Grupo Visabeira

Throughout 2020 Grupo Visabeira continued to undertake strong dynamics in its multiple sector activity in the country and abroad, where it maintained remarkable growth and expansion pace at all levels.

However, all this was conditioned, on a global scale, by the strict restrictions imposed by the Covid-19 pandemic, which meant that companies had to adopt measures in accordance with the guidelines of the health authorities, as well as with the governmental impositions which led, for example, to the decrease in labour and production activities. Despite the unusual year that Grupo Visabeira, its sub-holdings and several dozen companies experienced during the first year of the new decade, information flow can be considered very positive, reaching 4005 news items in several traditional media (press writing, radio and TV).

In 2020 Visabeira celebrated its 40th anniversary of activity. This was the motto for a great interview given by Nuno Terras Marques, Chairman of the Executive Board of Directors of Grupo Visabeira to Forbes magazine. He was also a guest of the program “Tudo é Economia”, on RTP 3, where he talked about the four decades of the company, current and future projects at the national and international level. The “Fronteiras XXI” program on RTP 3 highlighted Vista Alegre, with an interview with one of the company’s directors and footage shot at the company.

Still regarding interviews with national media, worthy of note was the interview given by Fernando Daniel Nunes, executive director of Grupo Visabeira to the newspaper Expresso (golf notebook), regarding the presence, once again, of the *Expresso BPI Golf Cup* at Montebelo Golfe.

This competition, – *Campeonato Nacional de Empresas* –, which has been sponsored by Grupo Visabeira and Vista Alegre for over a decade, also gave rise to an interview with Nuno Barra, director of the ceramic company, also published in that weekly newspaper. In addition to these two interviews, over several months, Grupo Visabeira, via Montebelo Golfe and Vista Alegre (as sponsor of the competition trophies), were referenced in several editions of the *Golfe do Expresso* notebook, as well as in the programs “ Golf Report”, aired on *SIC Notícias* channel and “Golfe & Golfistas”, aired on Sporttv channel.

As mentioned above, despite global constraints, Grupo Visabeira kept many of its multifunctional sectors active, mainly its core activity - telecommunications and energy -, especially Constructel Europa, which operates in those sectors in France, Belgium, Germany, Denmark, the United Kingdom, Sweden, Italy, India and the Caribbean. The purchase of new companies specialised in the telecommunications and energy networks - companies Franz-Josef Braun GmbH & Co. KG., in Germany and Oude Markt Voerlieden Natie, in Belgium, was one of main news which marked the end of 2020 in the main national and regional media.

Meanwhile abroad, the activity of Constructel GmbH was highlighted in the Deutsche Telekom’s newsletter, the main German telecommunications operator. The news giving highlight to Grupo Visabeira is in regards to completing the swap T-Mobile project, which was implemented successfully by Constructel teams.

The entry of Grupo Visabeira in the share capital of Jayme da Costa, one of the major players in the energy sector, was also a theme of several news

items in traditional media as well as online, a platform that continues to be one of the great means of communication.

Tourism was one of the other areas of Grupo Visabeira that triggered the publication of hundreds of news items, by general, economic and specialized media in the sector. Jorge Costa, vice president of *Visabeira Turismo, Imobiliária e Serviços*, was interviewed, for example, by *Idealista*, *Ambitur* and *Publituris*.

Some of the pieces of news reported were: the reopening of the *Montebelo Hotels & Resorts*, after the first confinement caused by Covid-19 - which presented themselves with the "Safe & Clean" seal from *Turismo de Portugal*; the opening of the renovated *Montebelo Príncipe Perfeito Viseu Garden Hotel*; the award of Trip Advisor's "Traveller's Choice" award to some of the hotels; the creation of a "footgolf" course at *Montebelo Golfe*, as well as the award of the "Safe Spot" seal to *Palácio do Gelo Shopping*, as a safe space that adopts all good practices in preventing and combating Covid-19.

The reopening of all the stores in the largest shopping centre in the Central Region, after the first confinement, was honoured on television with the presence of SIC and CMTV channels.

Casa da Ínsua combining the hotel with its gardens and gourmet products, obtained great media coverage, mainly on television, among which should be noted: "Somos Portugal" aired on TVI channel; "Jardins Históricos", aired on RTP 1 channel, and on *SIC/Expresso Boa Cama Boa Mesa* TV section, one of the news of a more institutional nature and the other within the scope of suggestions for deconfinement; and news on the *Jornal da Tarde* - aired by SIC channel, about the kid goat festival in Penalva do Castelo.

The wine tourism perspective was also explored by the magazine *Sábado* and by the *Observador*, in addition to a report signed by the well-known journalist/wine consultant Maria João Almeida. Also noteworthy is the participation of Casa da Ínsua in the annual edition of *VIP Noivas*. The hotels *Montebelo Aguieira Lake Resort & Spa*, *Montebelo Vista Alegre Ílhavo Hotel*, *Montebelo Palácio dos Melos* and *Montebelo Lisbon Downtown Apartments* were also mentioned in several media, including: *Público*; *Evasões*; *Visão*; *Guia Boa Cama, Boa Mesa*; *LUX Woman*; *Time Out*; *Fugas-Público*; *Sapo* and *Turisver*, among many others.

It should be noted that the opening of the "Jardins da Mimi" terrace, at *Forno da Mimi & Rodízio Real* Restaurant, with an innovative concept, was also publicized with dozens of publications in the media.

Catarina Pestana, head of *Bang Bang Agency*, was invited to SIC's "Programa da Cristina", where she had a long conversation live about Grupo Visabeira's communication agency.

Vista Alegre

As a result of its remarkable activity throughout 2020, the Grupo Vista Alegre (Vista Alegre, Ria Stone, Bordallo Pinheiro, Cerutil and Casa Alegre) was the target of more than two thousand news and references in the media – newspapers, magazines, television, radios, online media and blogs.

Present on five continents, either with its own stores or represented by official retailers that sell its products, Grupo Vista Alegre continued its ambitious project and process of international expansion and strengthening during 2020.

The numerous partnerships it has maintained with designers of recognized and undeniable worldwide merit, and the new agreements signed with names that are emerging in the sector, contributed to Grupo Vista Alegre news in different media.

One of the biggest names who lent her talent to Grupo Vista Alegre was Claudia Schiffer. An icon in the fashion world, the former German model is also an outstanding designer. Thus, Claudia Schiffer signed crystal collections for Vista Alegre and faience collections for Bordallo Pinheiro. The “Única” collection, consisting of 3 crystal vases and the “Cloudy Butterflies” collection, made up of 11 ceramic pieces, presented at the main fairs in the sector - *Maison & Objet*, in Paris, *Ambiente*, in Frankfurt and *Homi*, in Milan, caught the interest of Social Communication Bodies, in Portugal and abroad, on a large scale. The launch of the collections at the *Maison & Objet* fair was the subject of reports in Paris, aired by RTP, SIC and TVI channels.

In terms of product and news, the launch of the Vista Alegre Textile collection was widely reported in a variety of lifestyle as well as general magazines. The theme was also very widespread in national and regional newspapers. *Vista Alegre Têxteis* is a new and disruptive fashion and home segment, based on scarves and blankets. These pieces are made in pure cashmere from Mongolia, in a process of environmental and social sustainability, and the decoration is based on some of the most emblematic and successful porcelain collections of the almost two century old Portuguese brand.

The two ideas launched by Vista Alegre - “Uma Família Alegre em Quarantena”, and by Bordallo Pinheiro - “Primeiro Dia do Fim do Isolamento”, - in order to support the National Health Service in time of pandemic, motivated great news flow across different media. Both challenges launched to the Portuguese, during the first confinement period, implied decorating two pieces of Vista Alegre - a mug and a frame, - and a sardine from the *Sardinha by Bordallo* collection, by Bordallo Pinheiro. The proceeds from the sale of the pieces were used to purchase hospital equipment for the National Health Service. Both the launch of the initiative and the announcement of the winners were widely advertised. Moreover, this theme was the subject of news on the main television channels, radio stations, national, regional and local newspapers and online media.

Another subject that was widely advertised was the fact that Grupo Vista Alegre secured the contract of two important orders for the second half of 2020, in the amount of 16.2 million euros. One of the transactions is aimed at a large French retailer, and is the result of a long-standing partnership with the *Zwilling* brand, and another contract, protected by a confidentiality agreement, was carried out with a well-known brand.

Other focus of media coverage was Grupo Vista Alegre’s results. Highlight to the partnership established between Vista Alegre and RTP channel, which for the third consecutive year led to the production of the RTP’s Song Festival Trophy awarded to the festival’s winner, was another of the news published in various media, namely in television magazines. In fact, the designer of the piece and product manager, participated in the program “A Praça da Alegria” aired by RTP 1, where they were

3. Commitment towards the Community / 3.4 Communication

interviewed about the piece in pure crystal, developed by Vista Alegre. In terms of television, the *Faianças Bordallo Pinheiro* factory was invited to the program “Praça da Alegria”, aired by RTP 1 channel, as well as to the program “Somos Portugal” aired by TVI channel.

Also the partnership signed between Bordallo Pinheiro and EPAL, with a view to the creating and producing the “water drop jar” also contributed once again to disclosure to the greater public of news about the centennial faïence factory founded by Raphael Bordallo Pinheiro in 1884. Two other themes that deserved wide disclosure are related to the recognition, once again, of Vista Alegre as the “most reputable brand” in the industry sector and the choice as “Superbrand”.

Finally, a reference to Vista Alegre, which was distinguished with the “Prémio Especial do Júri” - internationalization category - in the *Prémios Exportação & Internacionalização Awards*, an initiative organized by *Novo Banco* and *Jornal de Negócios*, in partnership with *Iberinform Portugal* and which already has had ten editions. This award was also widely disseminated by that economics journal.

News in numbers

In 2020, Grupo Visabeira and its companies' news were aired on different channels: RTP, SIC, TVI, CMTV, SPORTTV, PORTO CANAL, CENTRO TV and VISEU NOW, among others. Our factory's news were published by both the printing press and the digital media: at *Expresso*, *Público*, *Sol*, *Jornal de Notícias*, *Diário de Notícias*, *Correio da Manhã*, *Negócios*, *Notícias ao Minuto*, *ECO*, *Sapo*, *Jornal Económico*, *i*, *Dinheiro Vivo*, *Observador*, *Diários de Viseu*, *Aveiro*, *Coimbra e Leiria*, *Diário As Beiras*,

Jornal do Centro, *Via Rápida*, *Rua Direita*, *Jornal da Beira*, *Caras*, *Visão*, *Sábado*, *Forbes*, *Exame*, *Nova Gente*, *LUX* and *NIT*, among many other local, regional and national news.

The radios *Antena 1*, *Renascença*, *Observador*, *TSF*, *Comercial*, *Rádio Jornal do Centro*, *Rádio Clube do Interior*, *Emissora das Beiras* and *Rádio Terra Nova*, among others, also highlighted Grupo Visabeira's activity. On the web, dozens of blog posts from different sectors reported news and activities of Grupo Visabeira companies. During 2020, Grupo Visabeira and its sub-holdings generated 4005 news items, 264 of which on television, 2138 online, 1583 written and 20 news on radio.

Of the total number of news broadcasts, 1637 concern Vista Alegre; 845 concern Bordallo Pinheiro; 633 concern *Montebelo Hotels & Resorts*; 459 concern Grupo Visabeira, including Visabeira Global; 369 concern *Palácio do Gelo Shopping*. The remaining news items regard other units in the industry, construction and services sectors.

The 4005 news items on television, digital media, written press and radio generated an Advertising Average Value of approximately 36.5 million euros.

INTERNAL COMMUNICATION

Newsletter

My Visabeira newsletter has been published for a decade, and continued during 2020 to be an internal means of communication for all the activity carried out by Grupo Visabeira and its companies in Portugal and in the other countries where it operates. News, initiatives and other actions are highlighted, and an employee is interviewed in each edition, among other items.

My Visabeira assumes an increasingly important role in uniting an entire Visabeira team spread across the four corners of the world.

Corporate Intranet

It is an internal tool, where Grupo Visabeira interacts via the web with the thousands of employees who have access to information regarding the activities of the companies, with an area of news, protocols, training and internal mobility programs, notices and information on interest of employees. It is continually accessible on the web and this stands out as an important aid in the daily lives of each employee.

4. The 10 Principles of Global Compact

4.1 Human Rights

Human rights are international principles which serve to protect, guarantee and respect the human being. They should ensure people the right to live a dignified life, i.e. with access to freedom, work, land, health, housing, education, among other things.

Accepting these principles by all those who cooperate with Grupo Visabeira has been fundamental to ensure the conformity with the standards in force, thus allowing to maintain the company's image and to establish solid and long-lasting partnerships with its shareholders.

At Grupo Visabeira, respect for human rights is a fundamental practice, which translates in everyday life into the adoption of the rights and freedoms in the Portuguese Constitution and in the countries where it develops its activities.

PRINCIPLE 1

Businesses should support and respect the protection of internationally proclaimed human rights

PRINCIPLE 2

Make sure that they are not complicit in human rights abuses

Our Commitment towards the Human Rights:

- Grupo Visabeira does not tolerate any form of abuse of human rights in the business activities developed by its companies;
- Grupo Visabeira ensures that it does not participate, it does not facilitate nor benefit from human rights violations committed by any entity;
- Grupo Visabeira does not supply goods or services to any entity which may use them to carry out human rights violation;
- Grupo Visabeira ensures that none of its commercial partners commit or are complicit in human rights violation;
- Grupo Visabeira cooperates with civil society organisations and supports initiatives that aim to improve social conditions initiatives that aim to improve social conditions and provides support for society and the members of the communities where the Group's companies are located.

Our contribution during 2020:

The Social Responsibility initiatives initiated by the Grupo Visabeira in 2020 followed the previous year's guidelines, having been embodied in several areas that covered the individual and society.

In this regard, during a year marked by familiar reasons (the Pandemic), Grupo Visabeira, which brings together more than a hundred companies in Portugal and abroad, did not fail to pay special attention to social concerns and maintained a proactive and consistent attitude towards society and the communities it operates in, developing initiatives among which we highlight only a few:

- Grupo Visabeira was at the forefront in supporting institutions (*Centro Hospitalar Tondela-Viseu* and *Santa Casa da Misericórdia de Viseu*) by offering thousands of individual protection masks and visors;
- Sponsorship of various initiatives as a holding company and through its companies, of which only a few are featured here:
 - Sponsorship of the Braille edition of *Visão* magazine;
 - Sponsored once again of the *Associação ASAS* through *Vista Alegre*;
 - Carrying out awareness-raising and fund-raising actions for entities associated with different themes, namely the *CAEV – Centro de Acolhimento de Emergência de Viseu* [Emergency Shelter Center of Viseu] and the *CAD – Casa de Abrigo Diferenciada para Vítimas de Violência Doméstica com Doença Mental* [Shelter House for Victims of Domestic Violence with Mental Illness];
 - TVCABO Moçambique, in this case together with the Baía Mall Shopping Centre, donated school material to the *Escola Primária Completa da Macaneta*, in the district of Marracuence, Maputo province;

- Promotion of various initiatives by TVCabo Angola, among employees and customers in general, for awareness, prevention and early diagnosis of breast cancer. Internally, and with prevention and early diagnosis as the motto, on-line lectures were held on the subject in partnership with the *Fundação Mulher unidos na Prevenção do Cancro da Mama*;
- IEME, an Italian company of Grupo Visabeira, is committed to supporting various social causes, including solidarity projects under its social responsibility policy. This includes, for example, a cooperation protocol with the non-profit foundation *Fanfazione AVSI – People for Development*, based in Cesena, as well as IEME. The foundation gathers financial donations offered by companies and individuals and manages them by supporting solidarity organizations in several countries;
- In the UK, MJ Quinn is supporting Football for Change. This initiative brings together football stars and business leaders in a collective goal to change the lives of young people in some of the most challenged communities in the UK. The primary focus of the initiative is to raise the aspirations of young people at most risk of taking the wrong turn in life and to support school leavers – those facing adversity and not in education employment or training (NEET) – who need a helping hand to reach their full potential.

4.2 Labour Practices

Grupo Visabeira has always continued with a strategic investment in employee qualifications. The greatest challenge for the entire organisation is having attractive and successful career paths in keeping with individual and collective results. In this respect, people, their skills, their professional growth and their abilities, flexibility, mobility and adaptability are key pieces, which come together around rigour and high standards as an individual and organisational attitude. Therefore, it is the Grupo's mission to promote good practices, to articulate them with the management of people's personal and professional expectations, and strategic alignment with the performance quality and goals achievement.

Labour practices at Grupo Visabeira are in compliance with Portuguese legislation and with that of the countries in which it operates and are also based on the fundamental principles of the International Labour Organisation (ILO).

As an employer, the Group is aware that it contributes to one of the company's goals more widely accepted, in particular the improvement of living standards through full employment, employment security and decent work.

PRINCIPLE 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

PRINCIPLE 4

The elimination of all forms of forced and compulsory labour

PRINCIPLE 5

The effective abolition of child labour

PRINCIPLE 6

Elimination of discrimination in respect of employment and occupation

Our Commitments to the Labour Practices:

- Grupo Visabeira recognizes the importance of social dialogue and appropriate collective bargaining structures. Thus, it is always respected and defended the right of workers to constitute or join organizations to promote their interests or to bargain collectively;
- At Grupo Visabeira safeguarding human rights is a fundamental practice. Thus, based on the laws of the countries in which it develops its activities, the Group recognizes and requires all its representatives the total repudiation of all forms of work undermining the fundamental human rights;
- Grupo Visabeira promotes health and safety in workplace, by providing safe and healthy workplace conditions, and enforcing the relevant legislation on occupational health;
- Grupo Visabeira do not discriminate against anyone on the basis of their gender, race, religion or any other characteristics or differences;
- Grupo Visabeira respects in full respect the fundamental rights at work identified by the International Labour Organization (ILO) (which is also included in the legislation) and it is not involved nor benefits from any resource of child labour;
- The Grupo also undertakes to report any situations it might come across, in order to promote global commitment to the effective abolition of child labour internationally;
- Grupo Visabeira positions itself as a plural and open entity, recognizing and actively respecting diversity, whatever its origin;
- Grupo Visabeira promotes lifelong learning, both inside and outside the company.

Our contribution during 2020:

Grupo Visabeira continues to consider people as the key driver for success. In 2020 were developed several initiatives in the area of labour practices, among which we highlight the following:

- In the Grupo Visabeira, the reconciliation of family life with professional life has been a growing concern, since the absence of the employee should not represent an obstacle to the evolution of his/her professional career. In this sense, at Constructel, meetings are being implemented before and after the employee's absence period in order to organize the work (working time, task organization, replacement during the absence period), identify training needs upon return and preparation for return to work;
- During 2020, the company's continue focus on training involved more than 3.000 employees, with emphasis on health and safety at work, which involved around 70% of the trainees; This trend is expected to continue during 2021;
- In France, Constructel continues to base its growth strategy on recruiting young people and the unemployed, providing them with the necessary training, which allows them to enter or return to the labour market. The recruitment of these employees has been achieved through establishing partnerships with various institutions, namely "Pôle Emploi", "Mission Locale" and "Conseil Régional";
- In the industries, namely Cerutil, Bordallo Pinheiro, Vista Alegre Atlantis and MOB, the implementation of the Kaizen methodology has allowed greater involvement of employees within the company's procedures. This methodology allows, in addition to productivity gains, to improve employee well-being, since it allows for improving their place of work;
- At the level of promoting equal opportunities, Fénix programme continues to be the internal tool for voluntary applications from employees and/or

in agreement with the organisation, thus promoting equal opportunities. This is a structured programme which aims to provide temporary or lasting professional experiences, properly framed and predictably advantageous for both parties, in order to render their performance more effective and efficient.

4.3 Environmental Protection

Environmental protection is currently one of the main management challenges and it is influenced by three interconnected factors: environmental law, ethics and education. Each of these factors develops its role influencing environmental decisions at a national level and the environmental values and behaviours at a personal level. In order for the environmental protection to become a reality, it is important that societies may.

Taking on this challenge, Grupo Visabeira adopts and motivates the implementation of best environmental practices, promoting an eco-efficient management that minimizes environmental impacts arising from the activity of the units of the company.

Thus, the responsible use of natural resources, which is a common practice within the Grupo Visabeira, increasingly imposes itself as a must for the organisation. We thus take up the dual responsibility of staying focused on contributing towards preserving and improving the environment, while also providing products and services that customers can value and recognize as being the result of decisive actions towards environmental enhancement.

The minimisation of environmental impacts and the involvement of the main stakeholders, has been instrumental in promoting the spreading of a growing environmental responsibility within the Group.

PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility

PRINCIPLE 9

Encourage the development and diffusion of environmentally friendly technologies

Our Commitment to Environmental Protection:

- Adopt and implement the best environmental practices, promoting eco-efficient management which minimizes environmental impacts arising from the activity of the Grupo's units and uses natural resources rationally;
- Encourage customers and the wider community to adopt sustainable lifestyles and correct environmental practices;
- Comply with environmental legislation applicable to the company's activity, the customers' requirements and the regulation regarding the services provided;
- Comply with environmental procedures, established by the company in order to prevent all forms of environmental pollution;
- Grupo Visabeira is committed to preventing and minimizing the environmental accidents that may result from its companies' activities;
- We are committed as well to train, inform and engage all employees in the management and development of Grupo Visabeira environmental management system;
- Grupo Visabeira also seeks to develop and adopt sustainable technologies, best suited to its companies' activities.

Our contribution during 2020:

The minimization of environmental impacts and the involvement of key shareholders is the predominant factor in the promotion of increased environmental responsibility in the Grupo Visabeira's business universe.

In 2020, several measures to minimize and mitigate environmental impacts were implemented and reinforced, of which we highlight the following:

- Elimination of the use of plastic cups. For example, at Ria Stone, whose average monthly consumption was around ten thousand units, around two hundred thousand a year. As an alternative, Ria Stone purchased three hundred and fifty reusable bottles personalized with the company's logo, and distributed them to all employees. Also at Grupo Visabeira's head offices, plastic cups (about 300,000/year) were replaced by reusable mugs produced at Vista Alegre;
- Carrying out energy audits and drawing up energy controlling plans for the fleet of some Visabeira Global companies, defining purposes and goals to be met, thus allowing for greater awareness among employees and a reduction in energy consumption;
- The Geolocation system in the vehicles of the Grupo's various companies has been allowing the optimization of technicians' journeys through several daily interventions, allowing to know in real time who is closest to urgent interventions. This system represents an important step towards companies' sustainability, as it monitors fuel consumption and mileage, making it possible to continuously improve eco-driving procedures adopted by drivers, with obvious gains both regarding the economic and especially the environmental aspects;
- Constructel France has an ongoing renovation project of its vehicles equipped with lifting system, which consists in the use of electrical systems instead of the fossil fuel system. This project has allowed a significant reduction in terms of fuel consumption;
- Also at Constructel France, the implementation of an environmental management system is under way, with a view to its certification by 2022;
- MJ Quinn will provide procurement processes that encourage suppliers to act in a responsible manner in their applications of the principles of minimising negative environmental or social development;
- In the area of tourism, monitoring the water quality in the Aguieira docking area, has allowed for assessing the impact of activities in the anchorage area on the zooplankton community of the dam over the years.

4.4 Anti-Corruption

One of the Grupo's overriding guidelines is to comply with all internal and external laws, rules and regulations, involving all employees in the priority of execution and dissemination of their practices, in view of their commitment to the fulfilment of personal and company objectives.

Grupo Visabeira is also oriented so that its actions are guided by ethics and the awareness of all in order to prevent activities and behaviour that may damage or cause risks or damage to their image. The Grupo expects its employees to act with honesty, transparency and integrity and repudiates their involvement in irregular or fraudulent acts.

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Assuming legal compliance, respect for others, for the environment and for the society, as a way to leverage success, is the practice that should guide the daily lives of each of us.

PRINCIPLE 10

Businesses should work against corruption in all its forms, including extortion and bribery

Our Anti-Corruption Commitments:

- Act with professionalism, responsibility and accuracy, ensuring a conduct that continually safeguards the interests of the Grupo;
- Take a responsible and balanced approach and promote a conscious and respectful conduct towards others and oneself under any circumstances;
- Take a responsible and balanced approach and promote a conscious and respectful conduct towards others and oneself under any circumstances;
- The company and its employees are committed to conducting business in a legal, ethical and professional manner. This is the behaviour adopted while conducting business and before anti-corruption laws, reinforcing a proactive anti-corruption attitude in all its contexts, including bribery, embezzlement, extortion or other unlawful forms in its relationships with third parties;
- Grupo Visabeira ensures its own and its companies' full independence from public institutions, party organizations and related entities, without prejudice to commercial relations regarding products and services' sale;
- Grupo Visabeira will not allow any corrupt practices by its representatives;
- Grupo Visabeira's policy is to do business only with reputable, honest and qualified third parties.

Our contribution during 2020:

In its performance, the Grupo Visabeira assumes creativity, innovation, competitiveness, dynamics and ambition as its fundamental values. These values, associated with the Visabeira brand, underlie its positioning and guide the performance of all employees of the organization.

The mission of the entire team is to continuously improve and innovate the products and services that make up its global portfolio.

Aiming at achieving these purposes, in 2020, the company provided its employees with the Grupo Visabeira Code of Conduct. This document aims at gathering the main principles and rules that underline the internal and external relations of the different business units, companies and other Grupo's bodies, their employees, officers and partners.

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