



# Code of Conduct





*Ethics distinguishes a good professional  
from a professional.*

*Bianca Carneiro*

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## Message General Manager



This Code of Conduct is nothing more than a set of principles and values that guide our activity, with the aim of sustaining an ethical culture based on operating principles that value honesty, transparency, integrity and healthy practices in our internal and external.

We believe that these references are increasingly essential for the sustained success of our company.

Fortunately, today we are recognized, by our various interlocutors and partners, as an image of a responsible company, both in terms of the main object of our activity and in terms of the benefits that result from this in terms of preserving and improving the environment, environmental and social. This image capital is a reflection of the commitment that all employees place in the development of their tasks and that, taken as a whole, are the fundamental pillar of awareness that everyone must have when assuming our mission as a team.

The Code of Conduct also reflects our identity and vision, that the relationship with all other partners will continue to be based on pillars such as professionalism, trust, rigor and the search for the best solutions to the many challenges that lie ahead.

We are experiencing a period in which the market - and the requirement for companies that transform plastic materials - reach indexes competitiveness never experienced before and there is a prospect of a paradigm shift in the sector, so the reality may very soon cease to be the one we have become accustomed to observing during all these last years, mainly due to issues inherent to sustainability.

We are also experiencing a period of great demand, which requires us to reinvent ourselves in our procedures and methodologies, for greater growth in our productivity. It is in the great changes that opportunities arise, but it is also in these changes that the greatest threats arise, so it is necessary to be prepared and committed to the company's goals.

The dedication, unity, team spirit, good relationship, and the commitment of each of us, will be essential to overcome these challenges.

I am strongly convinced that this Code of Conduct will help us to increasingly strengthen our organizational culture and our affirmation with the business world and society in general.

The principles and procedures contained therein must be assumed and respected by all of us.

**Carlos Silva**  
**General Manager**



*The customer is the most important.  
Employees are our most precious asset.  
Innovation is the key to our success.  
Sustainability and environmental concerns  
are our biggest challenge.*





# Work environment

We seek daily to provide a good working environment and promote team spirit, unity and help among employees.



## Context

*Plásticos Joluce is a company dedicated to the transformation of plastic materials, through injection technology and to the production and commercialization of a wide range of resin products, especially garden furniture, beach and hospitality products and personalized terrace.*

Plásticos Joluce is a member of the Moldoplástico group, a company that manufactures injection molds for all the world. Plásticos Joluce was founded in 1971, with the objective of testing the molds manufactured at Moldoplástico and producing pieces in series.

Equipped with various injection machines, of different tonnage ranges, robotic systems and a screen printing section equipped with advanced technology and equipment, which allows the application of advertising on its products, through the “In Mold Labeling” system in which Plásticos Joluce was a pioneer in Portugal and one of the first companies in Europe.



### Mission

Production and commercialization of a range of products, resulting from plastic injection, intended to meet all expectations and market needs.



### Vision

Continue to be known as a stable, reputable company and compliant.



### Principles and Values

The customer is the most important. Our employees are our most precious asset. Innovation is the key to our success. Sustainability and environmental concerns are our greatest challenge.



### What is the Code of Conduct?

Plásticos Joluce is aware that the realization of its long-term interests is necessarily based on strict compliance with the highest standards of ethical conduct. It assumes the belief that daily concerns about efficiency, or economic growth, cannot be dissociated from responsible ethical conduct.

This Code of Conduct establishes a set of principles and values in matters of ethics and professional conduct to be observed by all interested parties. The application of this Code of Conduct and its observance does not prevent or dispense with the application of other rules of conduct or deontological, of legal source or of any other nature according to the functions or activities of the interveners.

## Employees



Plásticos Joluce, has human resources policies in the respect for dignity, diversity and rights of each person.

Always intends to respect and promote work life balance and the employee's personal life.

The exercise of the professional activity of each employee must be carried out in an objective and constructive manner, taking responsibility for their actions.

Promoting communication, respect and teamwork contribute positively to a good environment of work.

Sharing ideas, suggestions and identifying problems that aim to improve the company's functioning are important.

***“Put as much as you are  
At least you do”***

Fernando Pessoa

### User Manual and Good Practices

The Reception and Good Practices Manual is a document whose main objective is to facilitate the integration of new employees. It is also a document that succinctly characterizes the company, and where a set of rules and good practices, duties and rights of employees are evidenced, as well as other very useful and beneficial information for the performance of employees to be successful. This manual is an excellent complement to the Code of Conduct.

### Work environment, Security and Health

Plásticos Joluce intends to provide a good working environment in adequate safety conditions and health at work and promote the spirit of team, unity and mutual aid between employees.

So, it must be ensured by everyone, compliance with applicable standards safety, health, hygiene and well-being in the workplace.







## Training and career development

The company promotes the training of employees, who must take advantage of opportunities to improve their skills and professional experience.

It is important that each person assess their own abilities, know their limitations and weaknesses and seek appropriate and qualified support.

In the work environment, provide guidance, support and advice to colleagues in order to contribute to the improvement of joint performance, as well as the development of their potential through training and all other means advised.

## Data protection (GDPR)

In accordance with the General Data Protection Regime, Plásticos Joluce protects the personal data of employees, and former employees, as well as customers, suppliers and other interested parties.



These data are treated with the express consent of the holders or for contractual reasons in accordance with legal requirements.

The confidentiality of the data is guaranteed by the company and this information can be verified by the holders of the same.

## Privileged information

Maintain professional secrecy in relation to all the domains that involve the company and any information, work, projects or businesses in which the company is involved or is the owner should be considered confidential or reserved.

Inside information must not be disclosed to third parties, including family members. These should only be dealt with internally, in the workplace.

External disclosure may negatively influence the company's value and image.

## Dealing with the company's assets

Refrain, in all circumstances, from damaging the reputation, career or professional activity of others and the image of the company;



Do not engage in any type of activity that may jeopardize the performance of your professional activity in the company;

Participate, actively and consciously, in the definition of policies and other basic guidelines of the company, comply and make them comply with integrity;

Be loyal to the company, promoting its development, stability and objectives, in a balanced, systematic and lasting way.

## Computer security

Information sharing must be done through the systems made available by the company.

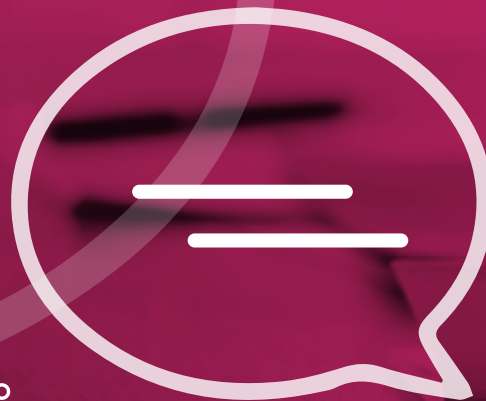
The security of information technologies and respective data processing follow the standards currently in force.

Thus, it is forbidden to access and share information through untrustworthy means that could compromise the security of the company.



# Comercial relations

Transparency and trustworthiness are fundamental principles in the relationship that Plásticos Joluce establishes with each stakeholder.



## Customers, Suppliers and Stakeholders

At Plásticos Joluce we are committed to acting with integrity, transparency and quality in all company actions.

In this sense, we must guide our performance according to the following principles:

- Ensure that customers' rights and suppliers are duly respected;
- Ensuring equal treatment and opportunity for customers and suppliers, as well as the transparency of all operations;
- Reject any personal arrangements that inhibit the principle of free competition;
- Ensure that the terms of any transaction or business are clearly stated and defined;
- Ensure that customers and suppliers are informed of any action that may materially affect the terms of the transaction or business and take reasonable actions to minimize the risks of the parties involved;

- Receive, deliver corresponding product or service conditions of quality, quantity, time, price and payment method agreed;

- Establish a continuous and satisfactory relationship with customers and suppliers, which provides mutual respect and trust;

- Always respect business confidentiality and information, even when not requested by customers or suppliers.

## Risk management

Risk management in the company is a concern, since it influences the company's performance. Factors such as: the political and economic environment, financial sustainability, social and environmental responsibility, ethics, security, public health, can affect the organization.

Plásticos Joluce is attentive to this set of influences that can affect the organization positively or negatively.



## Conflict of interests

The interests of the company must be respected without any conflict with business ethics, based on the values of honesty, truth and justice in all activities and relationships maintained on behalf of the organization.

Decision-making must be based on the standards defined by the company and never personal interests or other influences that do not respect the principles of Plásticos Joluce.



## Corruption prevention

Corruption is strictly prohibited at Plásticos Joluce.

Business transactions must be carried out with transparency and quality, in accordance with the defined standards, in order to preserve the image of the company and its stakeholders.

Bribes and other offers should not be accepted as this type of behavior results in the application of sanctions both to the company and to the employees involved.

## Accounting and financial information

The treatment of the company's financial information is extremely sensitive and must be treated with transparency and secrecy in accordance with the legal framework in force.

It is important to ensure that all information shared commercially is correct and that the commitment agreed with the entities with which a business relationship is established is respected.

## Export and Import Control

Exports and imports are carried out according to a set of requirements.

All cross-border commercial transactions carried out by Plásticos Joluce, respect all imposed rules.

## Consumer conflict arbitration – CNIACC

Plásticos Joluce is a member of the CNIACC Arbitration Center, an entity that supports the resolution of consumer conflicts resulting from the acquisition of goods or services. This entity is authorized to proceed with mediation, conciliation and arbitration of disputes in this area.



## Satisfaction assessment

The Commercial Department and the Purchasing Department are responsible for assessing customer satisfaction and assessing suppliers, respectively.

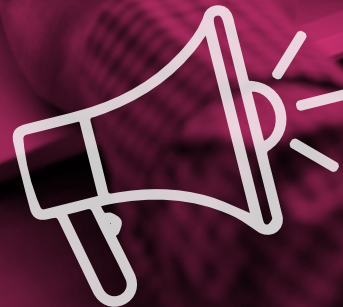
The assessment is carried out based on a report consisting of the record of visits made to the customer / supplier and the contacts established via phone and email. Listening to satisfaction is carried out taking into account parameters such as the service, the response rate, the price / quality ratio, delivery times, among others.





# Communication and Marketing

Identity, although invisible, is the most valuable asset of any organization. All actions on behalf of the brand can influence its reputation and credibility.



## Identity and Brand Image

***“Identity is the companies DNA”***

Joan Costa

As with people, what distinguishes and positions organizations, and makes them unique, it's your identity. It is an element invisible but considered a valuable potential projected through the communicative processes, having as main actors the emitters and recipients of institutional messages. Elements such as brochures, website or even the very tone of the communication must reflect the brand identity so that it is recognized as a whole.

Any communication, or action, on the part of whoever constitutes the company that is not in line with the brand identity and the principles it defends, can jeopardize its reputation and credibility.

Brand recognition depends on existing coherence. The mental image individually built on the basis of experiences acquired in the moments of contact with the organization define the brand image. Thus, this represents an emotion linked to the brand and its universe that is perpetuated in the memory of each one.

The brand image must be valued by everyone as it can positively or negatively influence an organization. For this, the company's communication system links the identity, the reality, the image and communication with a view to protecting of the brand image.

Plásticos Joluce has an Identity Manual that defines the correct application of the “Joluce” identity.

## Privacy Policy

Plásticos Joluce is the responsible entity for the treatment of your customers' data and users, complying with the European legislation in force in terms of treatment personal data and privacy.

### Data subjects are entitled at any time to:

- Access your data;
- Request the rectification of your data;
- Request anonymity or deletion of your data;
- Request to limit the processing of your data;
- Oppose the processing of your data;
- Request the portability of your data;
- Request an explanation of the treatment of your data.

Whenever the user wishes to exercise any of his or her previously mentioned rights, he / she must communicate with Plásticos Joluce through general contacts.

## Communication media

The company's communication media must respect its identity in order to maintain visual coherence and the respective brand recognition.

This rule is applicable to all internal and external circulation media, in paper or digital format.

Any mention of the name Plásticos Joluce and sharing information in text or image format about the company on communication channels, namely on social networks, for example, must be previously authorized by the General Director or Administration.

In case of doubt, the Marketing Department is available for clarification.

## Media relations

Declarations to the media must be made by the Director-General, or by a responsible person appointed by him.

Employees must not make statements publicly without the consent of the responsible person, otherwise this act could harm the good name of the company.

The communication must be disseminated in a suitable and coherent way, and each employee must respect the internal regulation of the communication in order to preserve the image of the organization.





# Environmental and social responsibility

Natural resources and energy sources must always be used by everyone with the least possible impact on the environment.



## Protection and use of resources and assets

Sustainability is an integral part of Plásticos Joluce's strategy.

This principle is adopted daily and the company is committed to developing new products whose social, economic and qualitative value is based on healthy environmental practices.

**Together we want to build a more sustainable future!**



### The commitment

Plásticos Joluce is committed to protecting the environment through a set of good environmental practices, the reuse of materials and products and the development of new products with recycled material and other sustainable alternatives.

### The mission

The sustainability model defined by the company is transversal to all stakeholders and areas that make up the same. Awareness, monitoring, integration and communication mechanisms were established in order to ensure compliance with the defined rules and enhance continuous improvement.



The environmental concern must be transversal to all those, who in the most varied spheres are related with the company. For this reason, our goal is to join strategies and procedures and, through the use of channels of internal and external communication, implement several measures that contribute to an integrated environmental management system.





### Water

The consumption of water at Plásticos Joluce is verified mainly in the sanitary facilities and in the production line. The following measures have been taken to combat water waste:

- most washbasin controls are automatic with a timer, to prevent them from being turned on;
- some cisterns have a double flush device;
- whenever an employee detects a water leak, he alerts his superior so that this leak is repaired as soon as possible.



### Paper

The consumption of paper occurs mainly in the offices. All employees of the offices are encouraged to:

- Use the two sides of the sheets;
- Give up the paper that you have written on one of the verses and that you do not intend to use to another employee;
- Print only when strictly necessary and whenever possible print on both sides of the sheet;
- Internal documents are posted in strategic locations and are not distributed by everyone. Currently, waste is separated and the paper / cardboard is sent for recycling.

### Consumables

In order to optimize consumption at this level, employees are encouraged to:

- Print in black and white whenever possible;
- Activate the toner or ink saving mode when printing;
- The toners used are refilled whenever they are finished.



### Energy

Energy efficiency is one of the fundamental points in energy consumption in a sustainable manner. This is controlled through the planning and monitoring of their use.

#### What we have done?

- Replacing all the luminaries of the company by other more technologically advanced and with lower power consumption (LED SYSTEM);
- Placement of insulating sleeves in injection molding machines;
- Acquisition of injection molding machines with hybrid systems;
- Placing filters power brokers in injection molding machines;
- Creation of internal handbook of good practices;
- Several actions of sensitization and training on rational use of energy.
- Placement of devices in the nozzles of plastic injection machines to minimize loss as much as possible heat, making the machine more efficient;
- The water in the washbasins is heated using solar thermal panels;
- Implementation of a monthly energy consumption monitoring system for all of our equipment;
- Installation of a photovoltaic plant.

#### Benefits:

- Reducing the environmental impact;
- Reduction of costs and expenses;
- Greater control of processes and increased productivity;
- Greater predictability of consumption and costs;
- Increase the competitiveness;
- Corporate social responsibility.

#### What can we still do?

- Keep the strictly necessary luminaires lit;
- Keep the strictly necessary equipment connected;
- Turn off all equipment at the end of the workday (PC's, monitors, heating / cold equipment, photocopiers, among others) completely.
- Close blinds to improve thermal insulation.



## 853.60 kWp Photovoltaic Solar Power Plant

Installation of the photovoltaic plant in addition to maximizing the use of solar energy allows Plásticos Joluce continue to contribute to building for a more sustainable future.

With the installation of this PUSC under self consumption we achieved a 43.5% reduction in energy consumption.



Energy produced =  
**1.223.861** kWh/year



**REDUCTION IN  
CO<sub>2</sub> EMISSIONS**

**580 tCO<sub>2</sub>/year**



**EQUIVALENT TO  
CO<sub>2</sub> CAPTURE**

**3 595 trees**



### Atmospheric emissions

Air pollution harms human health and living beings in general, resulting in the imbalance of the greenhouse effect and global warming. In this way, requirements are imposed on companies so that they minimize emissions as much as possible.

In this sense, the atmospheric assessments carried out at the company's facilities attest that the legal requirements in force are met.

### Effluents and waste

Everyone's participation in waste sorting and management is essential. Correct separation must be carried out for recycling and pollution is avoided in all contexts.

The waste is collected by companies duly certified in terms of transport / collection and final treatment.

- Iron and / or Aluminum waste
- Cardboard Waste
- Plastic Waste
- Wood waste
- Hydraulic Oil / Lubrication
- Common Waste (common waste)

The collection and treatment of the lubricating and hydraulic oils used is carried out by ECOLUB.



Plásticos Joluce is an adherent entity of Sociedade Ponto Verde which ensures the management of non-reusable packaging waste, ensuring their recovery and recycling, giving continuity its useful life.



### Noise

Measures taken to eliminate or minimize the risks resulting from exposure to noise:

- the two places of greatest risk (crushing and screen printing) are properly insulated with doors, in order to minimize exposure to noise from other workers;
- for individual protection is available to workers, exposed to noise levels above the lower action value, hearing protectors (earplugs);
- employees exposed to noise levels above the higher share values are obliged to use hearing protectors ( earmuffs).

Hearing protectors should always be used in order to prevent health risks.



### Vibrations

Vibrations can come from machines / equipment, portable motor tools or from workstations. Unlike other agents, it is through contact between the worker and the equipment or machine, that the vibration is transmitted. In this way the vibratory energy is absorbed by the body, as a consequence of the attenuation promoted by the tissues and organs.

When the worker is exposed to mechanical vibrations above the exposure action levels, health surveillance must be adequate. Knowing the consequences of exposure to vibrations is the first step towards a preventive attitude.

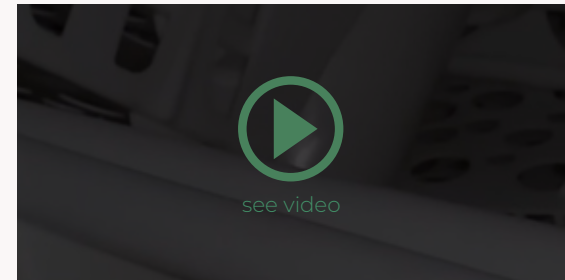
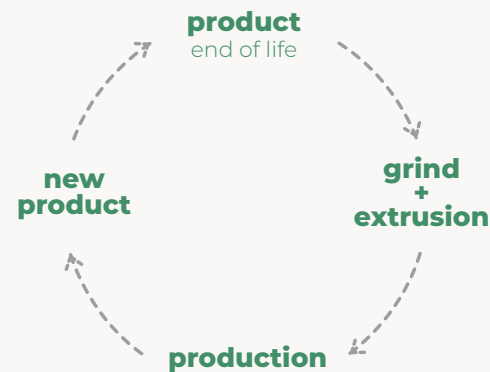
In order to prevent any damage resulting from mechanical vibrations, an assessment was carried out in which it was demonstrated that employees are not exposed to vibrations, so no measures were taken to eliminate or reduce to a minimum the risk resulting from vibrations.

## Recycle and Reuse

70% of the products that we currently produce, including the terraces of resin, are produced from materials with anti-UV properties that allow a lifetime much longer, and the great majority, are also 100% recyclable if their composition is 100% resin.

Most of the materials that we produce, mainly through the process of grinding and extrusion, can be incorporated again in a production process with the same purpose, for the manufacture of other articles that are part of our product range.

In order to make this process even more efficient, we recently acquired an integrated recycling cell that allows a total reuse of all non-conforming or end-of-life materials.





## Innovate

Plásticos Joluce has been working with its suppliers on innovative solutions that guarantee the reuse of other materials. Innovation and recycling are points of order in the your agenda.

### **Introduction of additives based on natural products and other solutions of organic origin, the characteristics of which are:**

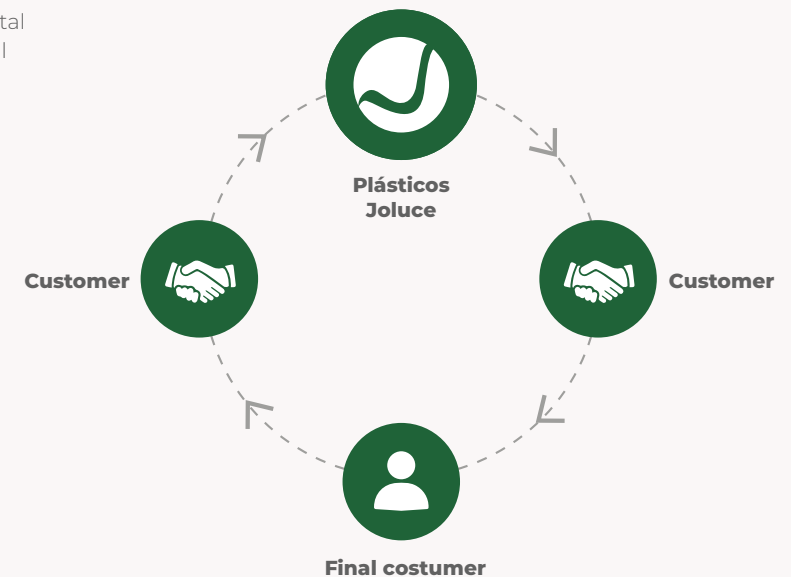
- 100% waterproof and weatherproof;
- more natural appearance;
- without fragmentation and cracks;
- 100% recyclable.

## **Starting point** Program

Plásticos Joluce is developing a program that will allow the return of most of its products to the starting point, when they are at the end of their useful life.

The objective is to minimize the abundance of plastic, even if it is not for isolated consumption, thus contributing to a more sustainable future.

Naturally, this process requires a series of synergies between Plásticos Joluce, its customers and the final consumer. With this program, in addition to the environmental advantages, a set of benefits will be ensured for all those involved.



## Consumption management system



Plásticos Joluce is part of the Galp Energy Manager Project, a program to monitor energy consumption.

Currently the company has installed these equipment in the four machines with the highest energy consumption, a counting system and monitoring of electricity that allows monthly to read the respective consumptions.

The goal is to soon have these equipments in all injection machines.

The Energy Rationalisation Plan is underway under the SGCIE/ADENE managed by BLB which is regularly audited.



Agência para a Energia

## Sustainability Rating

# ecovadis

The growing demand for the practices of Corporate Social Responsibility (CSR) in companies, and the consequent transparency as regards the sustainability actions taken, has been an important strategic factor.

Through the collaborative platform ecovadis is available to CSR performance monitoring of Plásticos Joluce.



Parabéns, sua empresa foi premiada com uma medalha de Bronze em reconhecimento pelo seu desempenho de sustentabilidade!

## Educational and Research Institutions



Plásticos Joluce cooperates with the Department of Industrial Engineering and Management from Aveiro University, which launched the challenge to several companies to participate in a project of Sustainability - Circular Economy.

This project began with the realisation of a set of work sessions where was shared the experience of all actors on the internal and external practices.

The project's goal is to collect information on the current practices of the company, which will be analyzed by students and, subsequently, will culminate with a sustainability report, where it will be exposed the good practices and other possible improvements to consider and implement.



## Social Audits



Plásticos Joluce regularly carries out social audits on its own initiative.

During the audit are monitored points such as:

- Child Labor;
- Forced Labor;
- Health and Safety;
- Freedom of Association;
- Discrimination;
- Hours of Work;
- Compensation of employees;
- Environment;
- Disciplinary Practices;
- Internal policy of the company.

We are proud to fulfill 100% of all the requirements.

Assessment	Interviewed	(Sum of 3 boxes to the right)	
0	8	Men 0	Women 0
Assessment Type	<input type="checkbox"/> Initial Assessment <input type="checkbox"/> On Site Follow-Up Assessment <input checked="" type="checkbox"/> Re-Assessment		
Score	Rating	Ave	
0	Yellow (1-7) Corrective Action Required (Send Supporting Evidence)	<input type="checkbox"/>	
	Orange (8-27) Corrective Action Required and Follow-Up Assessment or Desk Assessment Required	<input type="checkbox"/>	
	Red (28+) Corrective Action and Follow-Up Assessment is Required		
Points Attributable to Employees of Facility: 100			

## The Quality Management System

Plásticos Joluce is certified under the Quality Management System under ISO 9001:2015 which attests products and services of good quality.



This standard is based on a set of principles of quality management with customer focus, motivation, management, internal procedures and the continuous improvement.

### Product quality and safety

Currently, the company uses external entities to carry out tests that aim to guarantee product quality and safety. Several tests are carried out, namely of tensile strength and impact. The products evaluated and that meet the defined standards are considered certified by NORMA 581 (domestic, public and professional use).

Plásticos Joluce is in the process of building new facilities that will house a Laboratory where the products will be subjected to different tests, of resistance and impact. This will allow you to test the products using internal resources.

## Human rights, equality and non-discrimination

Plásticos Joluce defends and promotes compliance with the regulations in force for the protection of human rights worldwide as fundamental and universal standards.

The company rejects any form of slavery, this principle being valid for both internal and external relations.

Any forms of individual discrimination that are incompatible are not permitted with the dignity of the human person, namely because of origin, culture, ethnicity, sex, political conviction, religious confession, sexual orientation or physical disability, and any conduct configured as sexual, moral harassment is not allowed or abuse of power.

Always take into account the socio-cultural environment that fits their professional activity.

### Support and unions

Plásticos Joluce recognizes the fundamental right of employees to resort to support or union associations in defense and promotion their socio-professional interests.

The company is willing to cooperate in a to meet the interests of employees.

In addition, it supports all employees, bringing together the necessary means, in solving problems both professionally and personally.

### Donations and sponsorships

Plásticos Joluce donates material and monetary goods, especially to social, recreational, sports and non-profit institutions.

It also promotes voluntary initiatives and actions with the participation of Human Resources in mitigating or solving community needs, thus instilling a spirit of solidarity, mutual help and personal enrichment.

All donations or sponsorships go through an analysis process by Management, which authorizes the donation through a transparent process.





# Goals of Sustainable Development to transform the world until 2030:



Plásticos Joluce aims to align its strategy of sustainability in view of the 17 Sustainable Development Goals (SDG). This is a challenge launched by the UN to all countries of the world until 2030 where it requires a global mobilization of governments, companies and civil society.

This is an opportunity for companies to implement solutions and technologies that promote a sustainable development, in order to fulfill the global challenges and limits of the planet.

*"The 17 Sustainable Development Goals (SDG) are our common vision for humanity and a social contract between world leaders and peoples. They are a list of things to do on behalf of the peoples and the planet, and a plan for success."*

The UN Secretary General, Ban Ki-moon (2016)

	ERADICATING POVERTY IN ALL ITS FORMS, IN ALL PLACES		ERADICATING HUNGER AND ACHIEVE FOOD SECURITY, IMPROVING NUTRITION AND PROMOTE SUSTAINABLE AGRICULTURE		ENSURE ACCESS TO HIGH QUALITY HEALTH AND PROMOTE WELL-BEING FOR ALL, AT ALL AGES
	ENSURING ACCESS TO INCLUSIVE EDUCATION, QUALITY AND EQUITABLE, AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL		ACHIEVING GENDER EQUALITY AND EMPOWERING WOMEN AND GIRLS		ENSURE THE AVAILABILITY AND SUSTAINABLE MANAGEMENT OF WATER AND SANITATION FOR ALL
	ENSURE ACCESS TO RELIABLE SOURCES OF ENERGY, SUSTAINABLE AND MODERN FOR ALL		PROMOTING INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, THE FULL AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL		BUILD INFRASTRUCTURE, RESILIENT, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALISATION AND FOSTER INNOVATION
	REDUCE INEQUALITIES WITHIN COUNTRIES AND BETWEEN COUNTRIES		MAKE CITIES AND COMMUNITIES INCLUSIVE, SECURE, RESILIENT AND SUSTAINABLE		ENSURE STANDARDS OF SUSTAINABLE CONSUMPTION AND PRODUCTION
	TO ADOPT URGENT MEASURES TO COMBAT CLIMATE CHANGE AND ITS IMPACTS		CONSERVE AND SUSTAINABLY USE OF THE OCEANS, SEAS AND MARINE RESOURCES FOR SUSTAINABLE DEVELOPMENT		PROTECT, RESTORE AND PROMOTE THE SUSTAINABLE USE OF TERRESTRIAL ECOSYSTEMS, SUSTAINABLE MANAGEMENT OF FORESTS, COMBATING DESERTIFICATION, LOCK
	PROMOTE PEACEFUL AND INCLUSIVE SOCIETIES FOR SUSTAINABLE DEVELOPMENT, PROVIDE ACCESS TO JUSTICE FOR ALL AND BUILD EFFECTIVE INSTITUTIONS, RESPONSIBLE AND INCLUSIVE AT ALL LEVELS		STRENGTHEN THE MEANS OF IMPLEMENTATION AND TO REVITALISE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT		

## Non-compliance with the Code of Conduct

Failure by any interested party to comply with this Code of Conduct must be reported Human Resources, or Administration depending on their severity. Depending on the nature and severity of the offense, the occurrence may be subject to a penalty.

All stakeholders should report by email to Human Resources whenever they become aware of practices that question the guidelines of this code.

## Complaints Channel

Complying with the requirements of the Law 93/2021, the Moldoplástico Group provides a confidential complaint channel for all your employees, suppliers, entities and other partners that have a direct relationship with Moldoplástico and Plásticos Joluce, in this sense, the available email is: [denunciasGM@moldoplastico.pt](mailto:denunciasGM@moldoplastico.pt) for that purpose.





