

## Social Responsibility Practices

The **RICAP** Group's practices presented here are divided according to the dimensions defined in the Portuguese standard NP 4469-1:2008:

### Government of the organization:

- We adapt our structure in accordance with the values and ethical principles that we defend;
- We provide free access to our Code of Conduct, our Ethical Principles and Practices of Social Responsibility.

### Human Rights:

#### *Civil and Political Rights*

- We provide a suggestions and complaints box, to which all our employees have free access and are able to deposit their opinion;;

#### *Economic, Social and Cultural Rights*

- We have a canteen in our facilities where we provide full meals to our employees at a reduced cost;
- The medical office of our facilities are available to our employees;
- In order to promote family life, we reduced working hours for our employees on certain days (eg, Father's Day, Day of St. Martin, ...);
- We promote relationships among all employees, regardless of their hierarchy, by organizing social events (eg summer gatherings, Christmas, Anniversary Celebration of the Company, ...);

#### *Equal Opportunities*

- In the administrative area of **RICAP** Group, 50% of employees are female;

## Labour Practices

### *Health and Safety at Work*

- We carefully comply with all standards of Health and Safety at work, providing not only the necessary material for the prevention of occupational risks but also the information on their use;

### *Professional Training and Human Resources Development*

- We provide specialized training to our employees, inviting them to increase their knowledge and skills in transversal areas, but influential in the role they play in the company;

## Environment

- We guarantee the transport of our employees between their place of residence and the factory of **RICAP** Shoes, thereby contributing to the reduction of private vehicles in circulation and consequent air pollution;;
- Our priority is the use of computer communication system, which allows us to not only reduce the costs associated with it but also minimize environmental impact and resource consumption, promoting a sustainable future;
- All our emails have a message that promotes environmental awareness, recommending to think if it is really necessary to print the file;
- We use paper and cardboard packaging, reusable due to their resistance, and also 100% recyclable;
- We do not provide paper towels to the trays of canteen, since they are sanitized;
- Our toilets have warnings to not put paper in the toilet but in the appropriate places;
- We do the waste separation within our facilities, proceeding then to its delivery to properly certified entities;

- We own a vehicles fleet for the transportation of goods, which we manage in order to reduce the number of weekly trips (one roundtrip), helping to reduce the emission of toxic gases from vehicles;

### Operational Practices

#### *Innovation*

- We have established the **RICAP** Group center of Research and Development, responsible for exploring new opportunities for sustainable development;

#### Customers:

- We provide information about the composition of the products in our catalog;
- We follow up our activities, sending personalized emails to our customers;
- We timely inform our customers for possible changes in what was previously agreed, keeping a relationship of trust and transparency;

#### Local community development / involvement in society::

- Aware that we can make the difference, we support local institutions through philanthropic activities;
- We strongly invest in local hiring of human resources;
- We sponsor sports activities through pecuniary contributions;
- We support our employees' participation in activities organized by local institutions (eg JMMSROC Futsal League).