

## Sustainability Policy



The Sustainability Policy established by INFORLANDIA expresses a commitment in the implementation and maintenance of the requirements: Quality Management from NP EN ISO 9001, Environmental Management from NP EN ISO 14001 and Management of Social Responsibility from SA8000.

Inforlandia's main objective is to satisfy the wishes and expectations of its clients, providing products and services of quality, in order to achieve a return in invested capital.

To achieve these objectives, Inforlandia defends the following values:

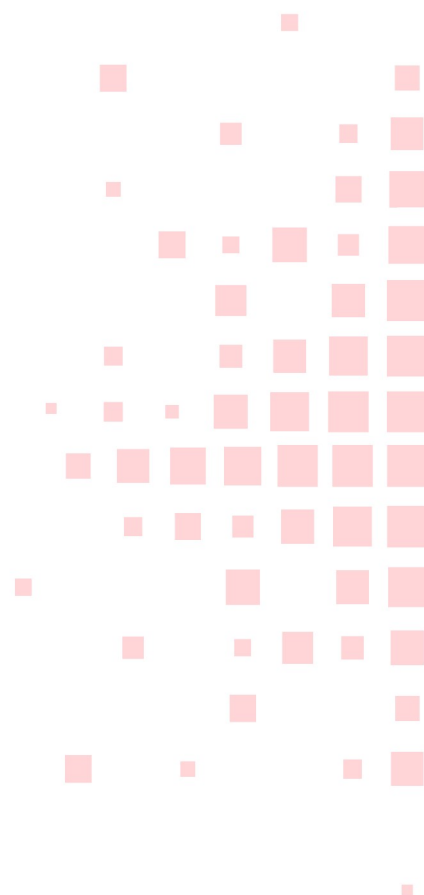
- ❖ **Ambition:** To be an important reference in the IT market, in Portugal. Face and exceed new challenges, believing in its capacities and competences. Pursue its objectives with commitment, acting with integrity and growing in a sustained way.
- ❖ **Innovation:** Respond to the constant market demands, providing new products and solutions based on the best available technologies.
- ❖ **Customer Orientation:** Interact permanently with our customers, seeking what they need and think to develop products, services and solutions of quality.
- ❖ **People Orientation:** Act with respect according to the ethical principles of the market, society and the environment. Manage its teams on the base of loyalty, professionalism and honesty. To enhance the skills of our professionals and value their ideas and initiatives.
- ❖ **Environmental Orientation:** Develop an awareness that guarantees the protection of the environment, preventing pollution and minimizing the environmental impacts associated with its activities. Continuous improvement in its environmental performance, optimize the selective separation of waste and reduce the amount produced.
- ❖ **Business Orientation:** Search for maximum profitability to sustain its growth and fulfill its mission, ensuring an adequate return for its investors. Search solidity and economic sustainability.



In order to achieve recommended values, Inforlandia commits itself to:

- ❖ Provide quality products at competitive prices, to satisfy needs and expectations of its customers;
- ❖ Have a dedicated and qualified team that guarantees the excellence, quality and promptness in services provided. Invest in constant updating, professional training and provide the necessary means and resources to execute their tasks;
- ❖ Bet on partnership relationships with selected suppliers, who share our principles and provide confidence in products offered, quick response and competitive prices;
- ❖ Promote continuous improvement, complying with the legal and other requirements applicable to the product, the employees and the environment.

This policy can only be achieved with the involvement, dedication, loyalty and cooperation of all relevant stakeholders. For that, there must be a daily work, in order to achieve continuous improvement and reach its objectives, and sustained and continuous growth.



On the Social Responsibility level, we are committed to obey all SA8000 normative requirements and following principles:



- Do not apply abusive disciplinary practices or any type of discrimination (race, national or social origin, social class, birth, religion, disability, sex, sexual orientation, family responsibilities, marital status, union membership, political opinion, age or any other condition);



- No moral or sexual harassment at work;



- Do not use or promote child labor;



Do not use or promote forced or obligatory labor;



- Do not tolerate any acts of corruption, extortion, fraud or bribe;



- Respect the right of workers to form or join syndicates and organizations representing their professional category, as well as collective negotiation;



- Provide salaries to its workers that meet at least the minimum standard of fair salary;



- Ensure compliance with the working hours established in accordance with the current law;



- Respect and comply current regulatory and legal requirements, national and international, including the principles of international regulatory instruments, in particular the ITO conventions and the international human rights - SA8000 Regulatory Instruments described on the following page;



- Promove a safe and healthy work environment, establishing effective measures to prevent health incidents, safety and occupational injuries or illness, and provide regular training;



- Ensure special protection for employees who have not reached adulthood;



- Assure all needs and expectations of stakeholders, increasing gradually satisfaction and trust in INFORLANDIA.

## SA8000 REGULATION INSTRUMENTS

The SA8000 and its requirements is our main reference for Social Responsibility issues, which we are committed to comply.

International regulatory instruments, in particular the OIT Conventions and the international human rights, that INFORLANDIA compromises to respect as part of its corporate social responsibility strategy:

OIT Convention No. 1 (Working Days - Industry) and Recommendation No. 116 (Reduction of working days);  
OIT Conventions No. 29 (Forced Labour) and No. 105 (Abolition of Forced Labour);  
OIT Convention No. 87 (Freedom of Association);  
OIT Convention No. 98 (Right to Organize and Collective Negotiation);  
OIT Conventions No. 100 (Equal Remuneration) and No. 111 (Discrimination - Employment and Occupation);  
OIT Convention No. 102 (Social Security - Minimum Standard Contributions);  
OIT Convention No. 131 (Setting the Minimum Wage);  
OIT Convention No. 135 (Workers' Representatives);  
OIT Convention No. 138 and Recommendation No. 146 (Minimum Age for Work);  
OIT Convention No 155 and Recommendation No. 164 (Occupational Health and Safety);  
OIT Convention No. 159 (Professional Rehabilitation and Employment - Persons with Disabilities);  
OIT Convention No 169 (native and ethnic People);  
OIT Convention No. 177 (Telework);  
OIT Convention No. 181 (Private Employment Agencies);  
OIT Convention No. 182 (Worst Forms of Child Labour);  
OIT Convention No. 183 (Protection of Maternity);  
OIT Code of Practice on HIV/AIDS and the World of Work;  
Universal Declaration of Human Rights;  
The International agreement on Economic, Social and Cultural Rights;  
The International agreement on Civil and Political Rights;  
The United Nations Convention on the Rights of the Child;  
The United Nations Convention on the Elimination of All Forms of Discrimination against Women;  
The United Nations Convention on the Elimination of All Forms of Racial Discrimination;  
The United Nations Guiding Principles on Business and Human Rights.

*These are the tools for our success.*

*Aveiro, 11th June 2019*



CEO

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