

Integrity Guide

Our Code of Business Ethics and Conduct has as main objective to provide the guidelines that guide our performance in the markets and communities where we operate. In this sense, the Code may not provide specific advice for all types of situation, dilemma or decision.

To help you assess any type of dilemma you may have in relation to our Code of Business Ethics and Conduct, you can use our Integrity Guide. Note that, in addition to consulting the Integrity Guide, you can ask for help from the Human Resources Department as well as from the CASAIS Group Legal Department.

IN CASE OF DOUBT, ASK YOURSELF...

Am I respecting the core values “Knowledge, Cooperation, Dedication, Determination, Flexibility, Humanism, Integrity and Rigor” of the CASAIS Group?

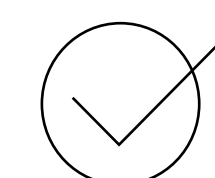
Are my actions ethical and in line with the CASAIS Group’s guiding principles and objectives?

Is my action / decision properly covered by the law and am I authorized to proceed?

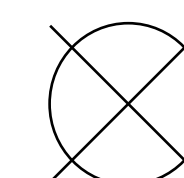
Do I fully understand the potential risks, including risks to the CASAIS Group’s reputation?

Is it the right attitude? Am I setting the best example?

If my action / decision is of public knowledge, will I continue to feel that I have acted correctly?



yes



no, ask
for advice

Code of Business

Ethics and Conduct

etica@casais.pt

If you need advice on any issue regarding the Code, or have a concern you wish to report, speak to the Human Resources Department or a legal representative of the CASAIS Group.

If you know or suspect that someone is violating our Code of Ethics and Business Conduct, it is your obligation to report the situation. Bear in mind that, if you do not report the situation, you are putting the CASAIS Group's reputation at risk, as well as the application of any fines that could affect the company's financial results. Reporting a problem gives the CASAIS Group an opportunity to detect a potential or actual violation of the Code in advance.

The CASAIS Group does not tolerate any form of retaliation directed at anyone who, in good faith, raises a question about a possible violation of the Code. In this sense, any act or threat of retaliation against CASAIS Group employees will also be treated as a serious violation of our Code of Business Conduct and Ethics.