

6. Strategic Guidelines for Twintex Policy

6.1 Mission

- Be recognized for their skills, in the activity in which they operate.
- To be recognized as a professional organization, which aims to be one of the first choices of customers, from all over the world.
- Be a socially and environmentally responsible organization.

6.2 Vision

- Produce good results and always improve the efficiency of our work, through a high quality service.
- Promote an inspiring work environment that stimulates new ideas, that fosters team spirit, defending the key vectors of Twintex Ecolife.
- Encourage work developed for the satisfaction of the customer, and of all those who collaborate or share with us.
- Ensuring the use of rules and means that allow the application of Twintex's key vectors, namely the guarantee of product quality and commitment in the scope of social and environmental responsibility, converted into the EcoLife concept.
- Develop the qualification and requalification of human capital, through Twintex Academy, a training school located in the company and which operates according to the international standards of demand.
- Comply with legal obligations and specific requirements applicable to the business (product, employees, society, environment, state, and municipality).
- Continuously improve your Management System.

6.3 Values

Integrity - We work with everyone around us in an open, honest and sincere way;

Ethics - TWINTEX considers Ethics as one of the main pillars of its existence. Defined in document MG003 Code of Ethics and Conduct Twintex, the guidelines and basic and

general conditions to be adopted in the moral and ethical scope, taking into account stakeholders at national and international level.

Quality - As a background to our activity, we have Quality present in all processes. Our work method seeks the efficiency of the actions in order to present the client with a result that satisfies him.

Human Factor - We work day by day as a team, permanently valuing skills and involvement of everyone in safeguarding the commitments assumed with the client. We try to recognize the dedication and commitment of each one. We seek to interact with society in a responsible manner.

Environment - We work day by day, seeking everyone's involvement and environmental awareness, defining and implementing guidelines aimed at safeguarding the environment.

Twintex has defined three strategic vectors:

1. **Twintex Ecolife:** Integrates the Company's Social and Environmental values. It involves elements such as the Twintex LIFE CARD in the social area, which allows all workers and first-degree relatives, free access to discounts of 5 to 50% ranging from Fruit, Butcher, Dentist, Medical Clinic, Pharmacy, Gym ; etc. In the relationship with the surrounding society, it involves sponsoring Cultural Entities, School Support for workers' children or donating clothing, as well as supporting institutions that support People in Need. Associated with the values of environmental sustainability, the installation of photovoltaic panels and solar panels, water reuse, use of natural gas, UV films in all windows to prevent recurrent use of air conditioning, as well as roof with thermal effect, use general LED lighting, recycling throughout the factory and rationalization of energy consumption through investments in more efficient equipment.
2. **Twintex Academy:** An academy within the company with the objective of qualifying and requalifying Human Resources based on Environmental and Social Responsibility, Quality, Respect and Customer Support. Living in a textile area by tradition is an advantage for our work. The sensitivity of making products allows us to transform experience in the area into high quality clothing production.

3. **Twintex Evolution:** Reinforces the strength of Vision, in order to project in the future, the values that Twintex is inspired by. The company is guided by the constant desire to go beyond what has already been achieved. This concept exists as an internal inspiration and for all partners, in the search to reach important areas such as Environmental Protection, Social Responsibility and Investment in Technology, Efficiency and Productivity. The main objective is to keep the internal structure updated, with the objective of providing an excellent service and obtaining satisfaction from all Twintex Customers.

6.4 General Objectives

The objectives arising from the Twintex Policy are defined in the Strategic Objectives Plan, during the Management Review, being followed, every six months, in Management meetings with the heads of the various Departments. However, the control of the indicators and goals associated with the objectives, is carried out according to the periodicity defined in the IQ026 Strategic Objectives Plan.

In general, the strategic pillars of the Twintex Group are:

- Reinforce the Group's flexibility in the conventional product development area;
- Develop a new product concept, Made to Measure for Women and Men. Made to Measure for Women and Men means the personalization of outer garments tailored to each client on an industrial scale, with an exclusive character. With this business niche, the aim is to reach a greater number of customers and in a more personalized way, while also giving the customer the opportunity to enhance their distribution channels in yet another way.
- Modernization of the IT system at the management level, in order to guarantee the control of information and the optimization of internal processes.
- Enhancing internationalization.