

twintex

Code of Ethics

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CHAPTER I DEFINITION

Article 1º

The Code of Ethics of Twintex – Indústria de Confecções Ltd. aims to establish the basic and general conditions to be adopted, in order to maintain their activities within the strict technical, moral and ethical standards recognized by local, national and international society. Twintex – Indústria de Confecções Lda fully agrees and practices with what is referred to in the Universal Declaration of Human Rights. Twintex is committed to complying with all the requirements of the SA8000 standard.

Article 2º

This Code of Ethics directs the conduct of Twintex – Indústria de Confecções Lda, with society, customers, workers, governments and other companies.

CHAPTER II MAIN PRINCIPLES

Article 3º

Twintex – Indústria de Confecções Lda., due to its formation, has its principles and origins in the democratic regime, free enterprise and private enterprise and must defend and disseminate them, through its performance, positioning and statements of its directors.

Article 4º

Twintex – Indústria de Confecções Lda. designs and manufactures products that fully meet all technical and safety requirements established by technical standards and/or legislation in force in the country and/or abroad.

Article 5º

Twintex – Indústria de Confecções Lda. is fully aware of its relevant role in the economic, technical, scientific and social development of the country, as well as its duties towards society. In this context, the company will behave proactively towards the needs and expectations of the community in which it operates.

Article 6º

Twintex – Indústria de Confecções Lda. fully respects the Portuguese Environmental Legislation and the Treaty on the Functioning of the European Union Art.11º. and 191st to 193rd. Committed to reducing pollution and protecting the environment and promoting sustainable development.

Article 7º

Twintex – Indústria de Confecções Lda. maintains a transparent company-employee relationship, fully respecting the current legislation of the Ministry of Economy and Employment (member of the Portuguese State Government) and enacted in the Constitution of the Portuguese Republic. Thus complying with safety standards with regard to the integrity of the workers' physical and mental health.

Article 8º

Twintex – Indústria de Confecções Lda. never deliberately performs any act that may cause harm or be adverse to the public interest, faithfully respecting the legislation of the Civil Code and the Portuguese General Tax legislation.

Article 9º

Twintex vehemently rejects any and all types of child labor. Respecting the guidelines of the International Labor Organization.

Article 10º

Twintex – Indústria de Confecções Lda. will use only original computer programs for the performance of its functions.

CHAPTER III EMPLOYEES

Article 11º

All employees of Twintex – Indústria de Confecções Lda, know and must comply with the current rules of this Code of Ethics as well as the Welcome Manual. The eventual lack of knowledge of these, will not exempt the defaulting company from the infractions that may have been committed.

Article 12º

All employees of Twintex – Indústria de Confecções Lda. are prohibited from disclosing to other parties information defined as confidential by the company.

Article 13º

Twintex promotes an ethical and safe work environment. If an employee identifies irregular practices, unethical conduct, or any form of harassment or discrimination, they may report the situation through the Whistleblowing Channel. Reports can be made anonymously, and all will be handled with confidentiality and impartiality, ensuring the whistleblower's protection against retaliation.

CHAPTER IV BUSINESS RELATIONSHIP WITH SUPPLIERS

Article 14º

In negotiations, the best technical and price conditions for the products to be purchased must always be sought, with personal favors being denied to the negotiators in detriment to commercial advantages for Twintex – Indústria de Confecções Lda.

Article 15º

Suppliers who witness or are subject to unethical or illegal practices in their commercial relationship with Twintex have the right to report such situations through the Whistleblowing Channel, ensuring confidentiality and protection against retaliation. Reports can be submitted via the online platform available on the website, by email (hello@twintex.pt), or by mail in a sealed envelope labeled "Confidential."

CHAPTER V BUSINESS RELATIONSHIP WITH CLIENTS

Article 16º

In contracts with customers, Twintex – Indústria de Confecções Lda. establishes, in a clear and precise manner, the duties, obligations, responsibilities and rights of both parts of the business.

Article 17º

In the commercialization of products, Twintex – Indústria de Confecções Lda. seeks to obtain the benefit of the customer, offering better conditions of efficiency and strictly complying with pre-established contractual conditions.

Article 17º

Twintex ensures that all sustainable production complies with the requirements of GOTS / GRS / RWS / OCS standards when requested by the Client, guaranteeing traceability from the acquisition of raw materials to the final product. Clients may request, at any time, documentary evidence of certification and product traceability.

Article 18º

Twintex is committed to acting with transparency and responsibility in customer service. If a client identifies any irregularity or unethical conduct in the commercial relationship, they may report the situation through the Whistleblowing Channel. Reports will be reviewed objectively and confidentially, ensuring compliance with ethical and legal standards.

Article 19º

Twintex – Indústria de Confecções Lda. does not seek to attract to itself or third parties, employees who work for its customers.

CHAPTER VI RELATIONSHIP WITH BUSINESS COMPETITORS

Article 20º

Twintex – Indústria de Confecções Lda. never deliberately practices any act that may cause harm or constitute disloyalty to another company.

Article 21º

When planning the acquisition of its products, Twintex – Indústria de Confecções Lda. never makes discrediting references to its competitors in order to enhance their own work. But in the meantime, he is given the possibility of alerting the client to propositions that, in his opinion, are poorly formulated and that do not represent the client's true interests.

CHAPTER VII MANAGEMENT

Article 22º

The directors of Twintex – Indústria de Confecções Lda. are responsible for the disclosure and faithful compliance by the company with this Code of Ethics.

Article 23º

In the admission, orientation and training of its workers, Twintex – Indústria de Confecções Lda. makes efforts so that all the ethical principles to which it imposes are complied with by everyone.

CHAPTER VIII PRICES

Article 24º

When proposing its products, Twintex – Indústria de Confecções Lda. presents the prices it deems fair, not offering conditions that are incompatible with those normally practiced to other customers.

Article 25º

It is lawful for Twintex – Indústria de Confecções Lda. to arouse the interest of future customers for its products, and such conduct must always be guided by the strictest ethics.

CHAPTER IX ADVERTISING**Article 26º**

The offer of false or doubtful benefits and other less worthy forms of commercialization are neither admitted nor practiced by Twintex – Indústria de Confecções Lda.

Article 27º

Twintex – Indústria de Confecções Lda. undertakes to give wide dissemination of this Code of Ethics to everyone involved with the business.