

Together we build the Future

Let's make change happen

Sustainability Report 2022



vicaima

MADEIRAS SGPS, S.A.

Index

03 About the Report

04 Message from the Board of Directors

05 About Us

- 06 Vision, Mission and Values
- 07 Organisational Structure
- 10 Governance Structure
- 11 Involvement with Stakeholders
- 12 Highlights
- 13 Overview 2022
- 14 Certifications

15 Our Commitment

- 16 (Re)create and Transform
- 17 Materiality Matrix
- 18 ESG Framework
- 19 The Vicaima Group's contribution to the SDGs
- 20 Integrating the SDGs into business

21 People and Community

- 22 Our People
- 23 Success Factors
- 24 Employees
- 25 Diversity and Inclusion
- 26 Career Management
- 28 Employability
- 31 Safety, Health and Well-being
- 36 Community and Social Action

37 Climate Action

- 38 Commitment to Climate Action
- 39 Energy Efficiency
- 47 GHG Emissions
- 54 Water and Effluent Management
- 57 Transport
- 58 Environmental campaigns

59 Sustainable and Innovative Products

- 60 Life Cycle
- 61 Circular Economy
- 62 Material and Resource Efficiency
- 76 Waste Management
- 79 Initiatives Developed
- 80 Innovative Products and Solutions

85 Responsible Business

- 86 Ethics and Compliance
- 87 Supplier Management
- 90 Customer satisfaction
- 92 Digitalisation
- 93 Cybersecurity and Data Protection

96 GRI Contents Index

- 103 Environmental Glossary

About the Report

The Vicaima Group is taking an important step in its commitment to sustainability and is publishing in this its first Report, a reflection of the Group's commitment to creating change towards a better planet.

Throughout this document, it shares the strategy, practices implemented and future objectives within the scope of the ESG (Environment, Social and Corporate Governance) criteria, as well as its alignment with the SDGs (Sustainable Development Goals), which aim to develop a sustainable, transparent and socially responsible business for the Vicaima Group.

This report identifies four fundamental pillars for the strategy of integrating ESG issues into the Business: People and Community, Climate Action, Sustainable and Innovative Products and Responsible Business, which comprise the Group's material topics.

The material topics and the ESG strategy are interlinked to the companies in the Vicaima Madeiras (SGPS), S.A. holding company ("Vicaima Group"). However, due to the difficulty in implementing uniform systems for collecting information, particularly in smaller companies, we have chosen to consider, within the scope of this report and with regard to the performance of each topic in the ESG Strategy, the activity of the following companies: Vicaima - Indústria de Madeiras e Derivados, S.A. ("Vicaima Indústria"), Global Dis - Distribuição Global de Materiais, S.A. ("Globaldis"), Vicaima Limited ("Vicaima Limited") and Vicaima - Puertas y Derivados, SL ("Vicaima Puertas"), which together account for 99% of the Group's turnover.

For the reasons already given, the subsidiary companies Sitape-Engenharia do Ambiente, S.A. ("Sitape") and Pedral-Pedreiras de Castro de Cambra, S.A. ("Pedral") will not be considered.

This report refers to activities carried out between 1st January and 31st December 2022. Other relevant activities in previous years that contributed to the results reported in this document are also included.

Developed on a voluntary basis, it demonstrates the performance of the Vicaima Group and its ambition to reduce the impact of its activity and contribute to greater sustainable construction.

This sustainability report was drawn up on the basis of the Global Reporting Initiative (GRI) reporting standards, bearing in mind that this exercise cannot fulfil all the requirements of the GRI. Taking this 2022 sustainability report as an initial basis, our objective is to get closer to the GRI reporting standards within the 2023 sustainability report.

This document is available in digital format, in Portuguese and English, on the website of the Vicaima Group companies, through which you can request a copy or any further clarification.

Message from the Chairman of the Board of Directors



By presenting the Vicaima Group's first Sustainability Report, we are making a long-term commitment that reflects our desire to integrate and ensure the alignment of the Vicaima Group's strategy with the sustainable development agenda.

The world in which we live, and which today represents the Vicaima Group's natural area of affirmation, is confronted with unprecedented sustainability challenges: climate change, increasing scarcity of resources, demographic changes and the consequent pressure on cities, significant technological advances and changes in global economic power.

Portugal is committed to achieving carbon neutrality by 2050 and in 2019 approved the Roadmap to Carbon Neutrality 2050. We all, individuals, organisations, communities and nations, have a role to play and a contribution to make towards a fairer, more balanced and sustainable society, and it is the social responsibility of the entire community, and therefore of the Vicaima Group, to develop and implement sustainable strategies to meet or exceed these commitments.

Therefore, and in line with the 2030 Agenda launched by the United Nations (UN) and the respective Sustainable Development Goals (SDGs), the Vicaima Group has established clear objectives with a view to acting responsibly in support of sustainability, helping to create a positive impact in the environmental, social and economic spheres.

Our sustainability strategy is based on four dimensions: People and Community, Climate Action, Sustainable and Innovative Products and Responsible Business. Analysing and defining the relevant material issues, based on stakeholder consultation, and assessing their impact on the business.

This Sustainability Report, which we see as an important and transformative milestone in our business, describes our steps on this journey and is the firm manifestation of the commitments we have made to our employees, suppliers, customers, the community, other stakeholders and the planet, and is not intended to be a simple description of initiatives, goals, objectives or wishes.

The year 2022 was characterised by a return to a new normal after the global pandemic, which was quickly interrupted by the conflict in Ukraine, ushering in a dramatic series of food and energy crises, rising living costs, low growth and the escalation of geopolitical confrontation, triggering the rising raw material prices, high energy costs and difficulties in supply chains.

However, our Teams strong resilience and capacity for collective and determined action has enabled us to remain focused. Pursuing the initiatives, goals and the targets we had set ourselves in terms of sustainability issues, which together with the investments focused on reducing energy consumption and GHG emissions and on increasing productivity through the industrial efficiency made by the Group over the last two years, has enabled us to negate these external impacts to a large extent.

The Vicaima Group has more than 60 years of history, during which we have always made a strong commitment to innovate and develop products in search of more efficient solutions, with a view to the sustainable use of the renewable resource, wood, which is part of our genesis.

Our path is based on strong business integrity, entrepreneurship, rigour, innovation and social commitment, and is reflected in the combination of human capital and business development, which has allowed us to continue to write our success story.

Our vision is to transform and valorise wood in a sustainable and responsible way, which is our strength as we move towards a more sustainable future.

“ **The current context, in which the only certainty is uncertainty, validates the Vicaima Group's vision of investing in a growth strategy based on a path of innovation and differentiation, seeking a balance between the social, environmental and economic dimensions.** ”

Artindo da Costa Leite

About Us

The Vicaima Group has more than 60 years of history and vast experience in the wood and wood-based products sector. It has built a solid reputation at national and international level for its quality, performance and innovation, always with respect for the environment.

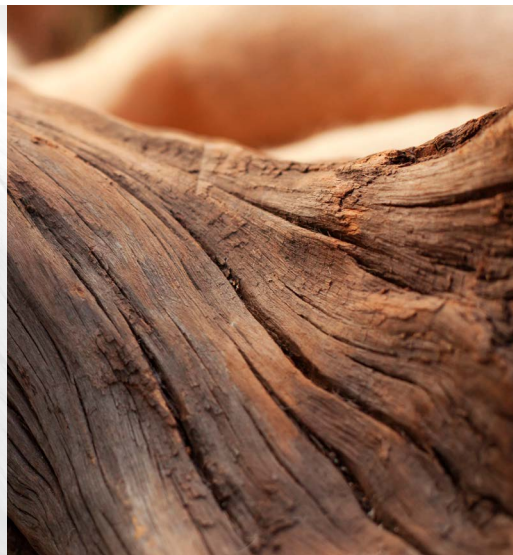


Vicaima Group

Vision, Mission and Values

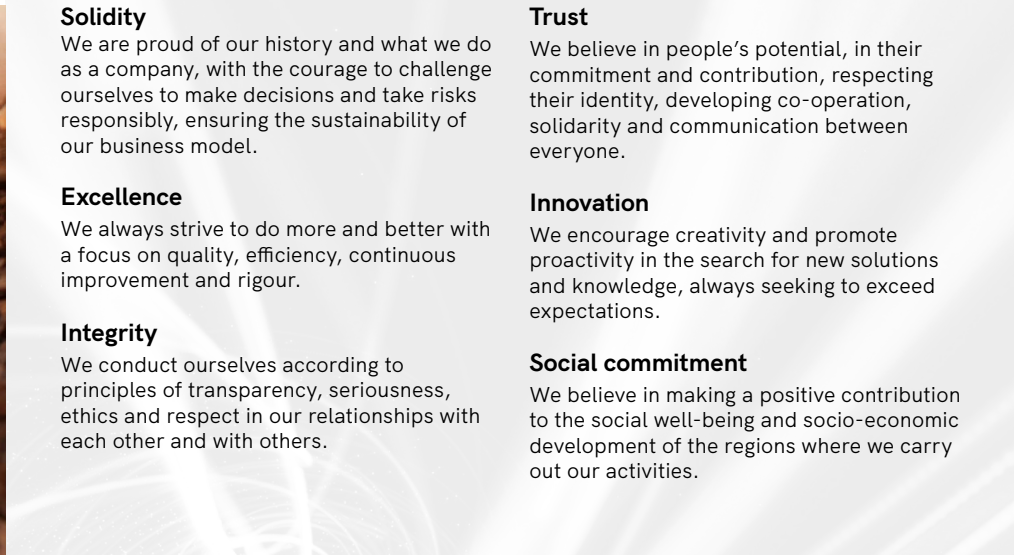
Vision

To be a benchmark group in the art of transforming and valorising wood, from a differentiating, sustainable and socially responsible perspective.



Mission

Providing products for more sustainable living that promote privacy, security and well-being, in harmony with nature.



Values

Solidity

We are proud of our history and what we do as a company, with the courage to challenge ourselves to make decisions and take risks responsibly, ensuring the sustainability of our business model.

Excellence

We always strive to do more and better with a focus on quality, efficiency, continuous improvement and rigour.

Integrity

We conduct ourselves according to principles of transparency, seriousness, ethics and respect in our relationships with each other and with others.

Trust

We believe in people's potential, in their commitment and contribution, respecting their identity, developing co-operation, solidarity and communication between everyone.

Innovation

We encourage creativity and promote proactivity in the search for new solutions and knowledge, always seeking to exceed expectations.

Social commitment

We believe in making a positive contribution to the social well-being and socio-economic development of the regions where we carry out our activities.

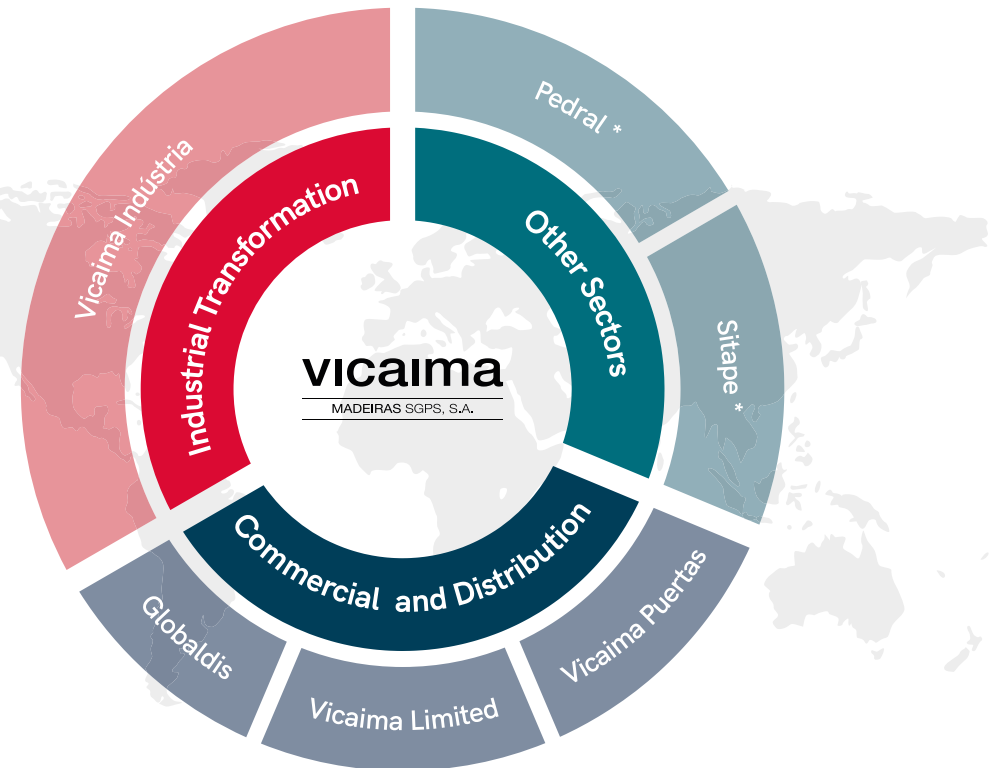
Vicaima Group

Organisational Structure

The Vicaima Group is today one of the largest private economic groups in Portugal. With its first company founded in 1959, it has evolved over the years with its vertically integrated activity in the wood and wood-based products processing and distribution sectors. Rapid growth and expansion in the market has led the Group to diversify its business areas into different sectors such as metallurgy and the extraction of inert materials. It currently operates in more than 36 markets worldwide and has a direct presence in Spain and the United Kingdom.

Made up of a strong and cohesive group of companies, Holding Vicaima Madeiras (SGPS), S.A., is currently the holding company for all the Group's companies, namely: Vicaima Indústria, Globaldis, Vicaima Limited, Vicaima Puertas, Sitape (Metallurgy and Environmental Engineering) and Pedral (Extraction of Inert Materials).

The Vicaima Group, with more than 800 employees, is committed to continuously strengthening its technological, organisational, human and environmental commitment. The focus on creating strategic synergies between companies has enabled it to create new business opportunities and maximise its competitiveness at national and international level.



(*) These companies are not consolidated for the purposes of the indicators presented throughout the report.

Vicaima Group

Organisational Structure

Vicaima Indústria

Visionary and with more than 60 years of know-how, Vicaima Indústria is one of the biggest European players in the design and production of interior door solutions, frames, wardrobes, panels and customised furniture pieces. Based in Portugal, the brand exports 90% of its production and operates in more than 30 markets worldwide.

Vicaima Indústria's key principles are to keep solutions simple, always look for a differentiating factor and break away from the obvious. It is in this context that the brand develops integrated and customised solutions for specific sectors, generating new impetus in the world of interior decoration.

The high quality of its products and its expertise in the development of technical products, particularly fire, acoustic and security doors, is recognised internationally by professionals in the various sectors in which it operates, including hotels, housing, education, health and commerce.

In 2022, the Vicaima I4.0 Project was consolidated, revolutionising the company's future and reinforcing investment in innovation, means of production, technology and environmental sustainability. This investment is reflected in a greater capacity to respond to market and customer demands, increases in efficiency and productivity, a reduction in energy consumption and GHG emissions, as well as reinforcing the principles of circularity, with emphasis on reducing waste and optimising and enhancing the use of materials and resources.



Vicaima Limited

Vicaima Limited has been the exclusive distributor of Vicaima products for the UK and Republic of Ireland markets since 1988. Based in Swindon, Wiltshire, it covers around 7 acres (28,000m²) and has a stock of approximately 100,000 doors for nationwide distribution.

Its modern production facilities, which allow for product customisation and transformation, are complemented by a contemporary gallery-style visitor centre, responding to customer needs and enhancing their experience with the brand. The UK construction industry recognises Vicaima's excellent expertise in developing technical products. The main attributes of the products, which include fire resistance, security and acoustic insulation, are produced and supplied in accordance with the demanding requirements of local building regulations.

With third-party audited accreditation coupled with rigorous, independent testing, Vicaima products not only exceed market requirements, but set the standard for excellence in various sectors.

Vicaima Puertas

Vicaima Puertas has been in the Spanish market for over 30 years and has an operations centre based in Madrid from where it sells and distributes Vicaima products, including doors, frames, wardrobes and panels, throughout the country.

With a consolidated presence in the merchant segment and loyal partnerships in the carpentry industry, it has diversified its operations in recent years, particularly in the hotel sector.



Vicaima Group

Organisational Structure

Globaldis

Globaldis is a distribution and contracting company specialised in the sale of a wide range of wood and wood-based products, aimed at professionals.

Globaldis is the exclusive distributor of Vicaima products in Portugal and offers the market a wide range of integrated solutions covering doors, wardrobes and panels, as well as flooring, wood, accessories and components.

It has been operating in the Portuguese market for more than 40 years, and in recent years has seen significant growth in foreign markets, particularly in Spain, the PALOP countries and markets in Southern and Central Europe.

In Portugal, Globaldis has its own logistic centres in Albufeira and showrooms in Vale de Cambra and Lisbon. In 2022, it opened a new distribution centre in Paredes, which has an innovative, more digital and optimised management model, the result of a strategic investment focused on logistical efficiency and effective commercial performance.



Sitape

Specialising in the environmental field, Sitape develops innovative and sustainable solutions in Air Pollution Control and Integrated Systems of Urban Solid Waste.

Founded in 1969 and based in Portugal, the company now has proven experience in the design, production, installation and maintenance of industrial equipment that contributes to reducing its customers ecological footprint. This recognition has led to the consolidation of partnerships with various organisations and municipalities at national and international level.



Pedral

With over 50 years of activity and a commitment to preserving the environment, Pedral is dedicated to the extraction, transformation and commercialisation of crushed aggregates of granite origin in the Rossio Industrial Zone in Vale de Cambra. All the company's products are CE certified.



Vicaima Group

Governance Structure

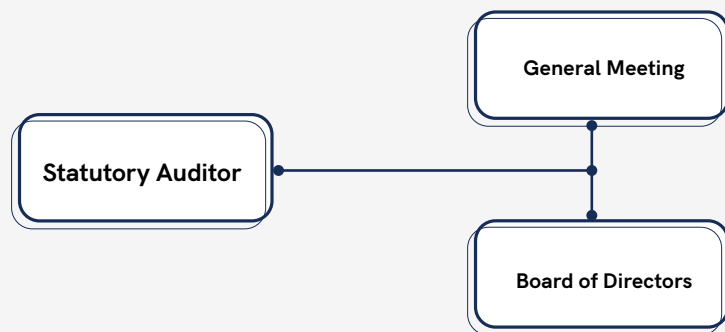
Vicaima Madeiras follows a corporate model consisting of a General Meeting, a Board of Directors and a Statutory Auditor. The Group is managed by its own Board of Directors, which is responsible for the executive and day-to-day management of the organisation. Except in matters that fall within the remit of the General Meeting, the Board of Directors is the highest decision-making body.

The Board of Directors is elected at the General Meeting, in compliance with the provisions of the Company's Articles of Association and the Commercial Companies Code.

It is the role of the Board of Directors to pursue the best corporate governance practices, acting to ensure its viability and that of the subsidiaries that make up the Vicaima Group in the long term and to maximise their value.

It is also the role of the Board of Directors of Vicaima Madeiras to define the following aspects for itself and its subsidiaries:

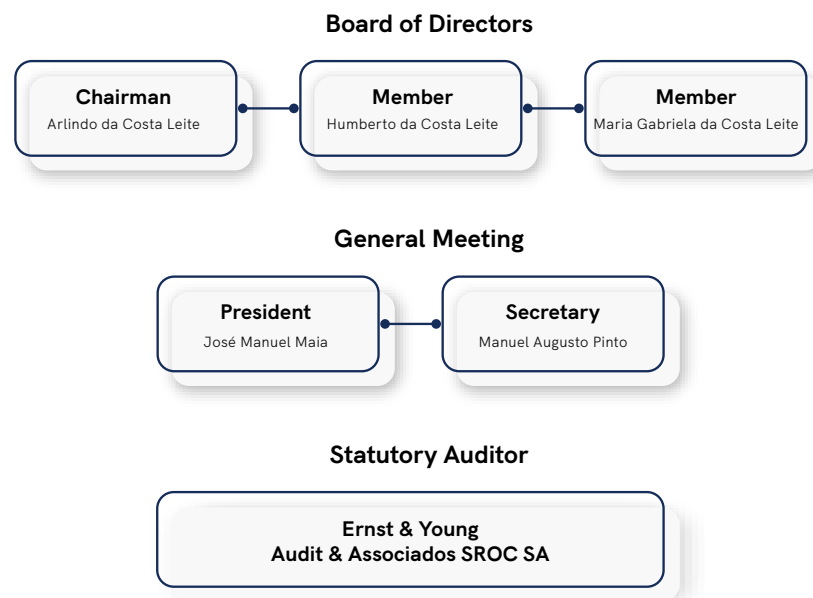
- Global strategy and that of each organisational unit
- Investment in new businesses / divestment of existing ones
- Financial and tax policy guidelines and resource allocation
- Setting Objectives
- Risk Management Policy
- Investment Plan



The current mandate of the Governing Bodies is for the three-year period 2022-2024.

Under the terms of the legal regime applicable to commercial companies, in Vicaima Madeiras' governance model, the power to submit proposals for the election of the members of the Board of Directors and the Statutory Auditor rests exclusively with the shareholders at the General Meeting.

Accordingly, there is no statutory limitation on submitting proposals and electing these two bodies.



In the course of 2022, the Vicaima Group's Board of Directors made a commitment to integrate and ensure the alignment of the Group's global strategy with ESG Sustainability issues, having set the goal of formalising a Sustainability Governance model by 2023, which should ensure the adequacy and periodic review of the global ESG strategy, objectives and opportunities for progress, consolidating the commitment and involvement of everyone, at all levels and in the various companies.

Vicaima Group

Involvement with Stakeholders

For the Vicaima Group, the management of communication channels used in relations with stakeholders is a key element in the development of its activity, ensuring greater alignment and enabling it not only to listen and communicate, but also to respond to their expectations.

Various means of communication are used and are regularly reviewed in order to adapt them to the needs of the stakeholders and to consolidate relationships of trust and transparency.

Board of Directors

Regular reporting of financial and non-financial information
Report and Accounts
Regular meetings and contacts
Unexpected News
Website Social media
Sustainability report

Customers

Regular meetings and contacts
Factory visits
Satisfaction surveys
Commercial information
Participation in fairs and events
Telephone/call centres
Website
Social networks
Sustainability report

Employees

Periodic team meetings
Information panels on the premises
Thematic internal actions
Training and awareness-raising activities
Satisfaction surveys
Answering requests
Unexpected News
Website
Social media
Sustainability report

Suppliers

Supplier selection and evaluation
Participation in fairs and events
Regular meetings and contacts
Audits
Factory visits
Website
Social networks
Sustainability report

Media

Publishing articles
Fulfilling requests
Website
Social networks
Sustainability report

Community

Community involvement initiatives
Fulfilling external requests
Website
Social networks
Sustainability report

Government and Regulatory Entities

Report and accounts
Response to legal requirements
Response to questionnaires
Meetings and response to requests
Factory visits
Website
Social media
Sustainability report

Partners and Civil Society

Community involvement initiatives
Support for initiatives and projects
Response to requests
Participation in fairs and events
Visits to the factory
Website
Social media
Sustainability report

Vicaima Group

Highlights

+60 Years

Recognised experience, rigour and quality

Established in 1959, it has become one of the largest private economic groups in Portugal. The expansion and rapid growth of the business has determined its success.

+118 M€

Consolidated sales Vicaima Group Year 2022

Our commitment to Industry 4.0 allows us to provide a technologically advanced, more competitive and faster response. The digitalisation and automation of processes is being implemented in the Group's various companies, with a significant return in competitive and environmental terms.

+800 Employees

Nationally and internationally



+36 Countries

Presence of the Group's brands around the world

In 1977, the Group opened up to foreign markets and began exporting its first doors to Belgium. Today, Vicaima Group companies operate in countries on several continents, from Europe to Africa, Asia and America.



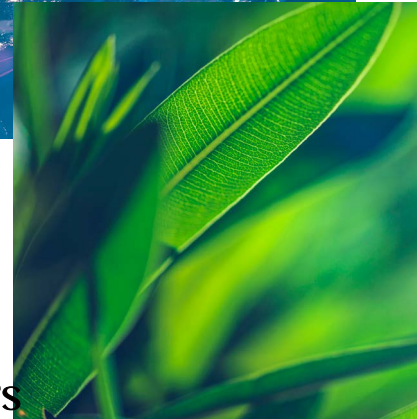
-985 tCO₂e

Emissions reduction

Reduction in GHG emissions (scope 1 and 2) compared to the reference year 2018, which corresponds to the last revision of the Energy Consumption Rationalisation Plan.

+2000 Customers

Worldwide



Vicaima Group

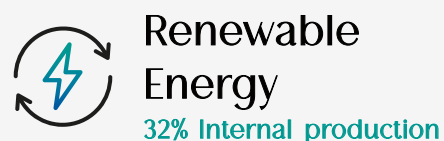
Overview 2022



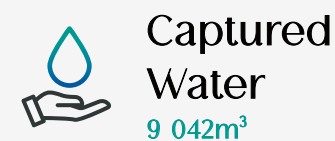
Reduction resulting from the implementation of energy consumption reduction projects and other specific projects aimed at reducing GHG emissions, compared to 2021



The result of measures adopted to make more efficient use of energy resources. In 2022, total energy consumption was 80,340GJ



Of the total energy consumed, 32% comes from internal energy recovery, through the consumption of wood waste



Responsible management of water resources has made it possible to reduce total water consumption by around 20% compared to 2021



Of the 4,842 tonnes of waste produced, 94% was recycled, reused or produced energy for self-consumption, avoiding landfill



More than +70% of all doors sold worldwide were FSC[®] certified



The Vicaima Group consumed around 109 tonnes of plastic, a 15% reduction compared to 2021. At Vicaima Limited, 86% of the plastic used was 30% recycled



Reduction in the consumption of paper used to print documents, compared to the reference year 2021

Vicaima Group

Certifications

The search for integrated and innovative solutions capable of responding to the demands of different markets has led the Group's companies to continually strengthen their portfolio with products that incorporate high technological and creative developments, based on quality and with the aim of reducing their ecological footprint.

Vicaima Indústria's expertise in developing technical products that include fireproofing, acoustic and safety features should be emphasised. Certified by independent accredited bodies, they combine functionality and design, always in favour of the user's well-being.

This positioning drives Vicaima to respond to the requirements of the markets where it operates and to explore new opportunities for expansion, thus boosting the brand's business.

Quality Certification



Certification of Wood and Wood-based products



Technical Product Certification



Note: The product certifications presented refer to solutions developed and produced by Vicaima Indústria for the most diverse markets, with different and mandatory legislative requirements.

Our Commitment

Reducing our ecological footprint, promoting more sustainable construction and contributing to the well-being and safety of future generations.



About Us

Commitment

People and Community

Climate Action

Sustainable Products

Responsible Business

(Re)create and Transform

For the people and the planet

Sustainable and safe products, Accessible to all

In a society increasingly aware of the importance of sustainable development, the world of construction and architecture must harness creativity and innovation to embrace and perfect the balance between people's well-being and respect for nature throughout the value chain.

Among the Vicaima Group's vast range of products, interior doors are central to the business and we continually study and invest in parameters that contribute to the development of sustainable solutions. This means with an efficient life cycle that allows us to reduce our carbon footprint, maximising the use of recycled raw materials or natural-based materials from certified and/or controlled forests.

Using advanced technologies, we endeavour to combine innovative and functional design with all the attributes of a responsible product that provides the user with maximum comfort, security and durability. Committed to offering solutions that are accessible to all, we always develop with a view to versatility and flexibility, so that the choice is wide and diverse.



“ At the Vicaima Group we are committed to the United Nations SDGs and to integrating sustainable development principles and practices into our business as a way of creating value for the Group's companies and their stakeholders. ”

Filipe Ferreira

Sustainability Strategy

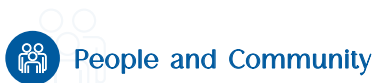
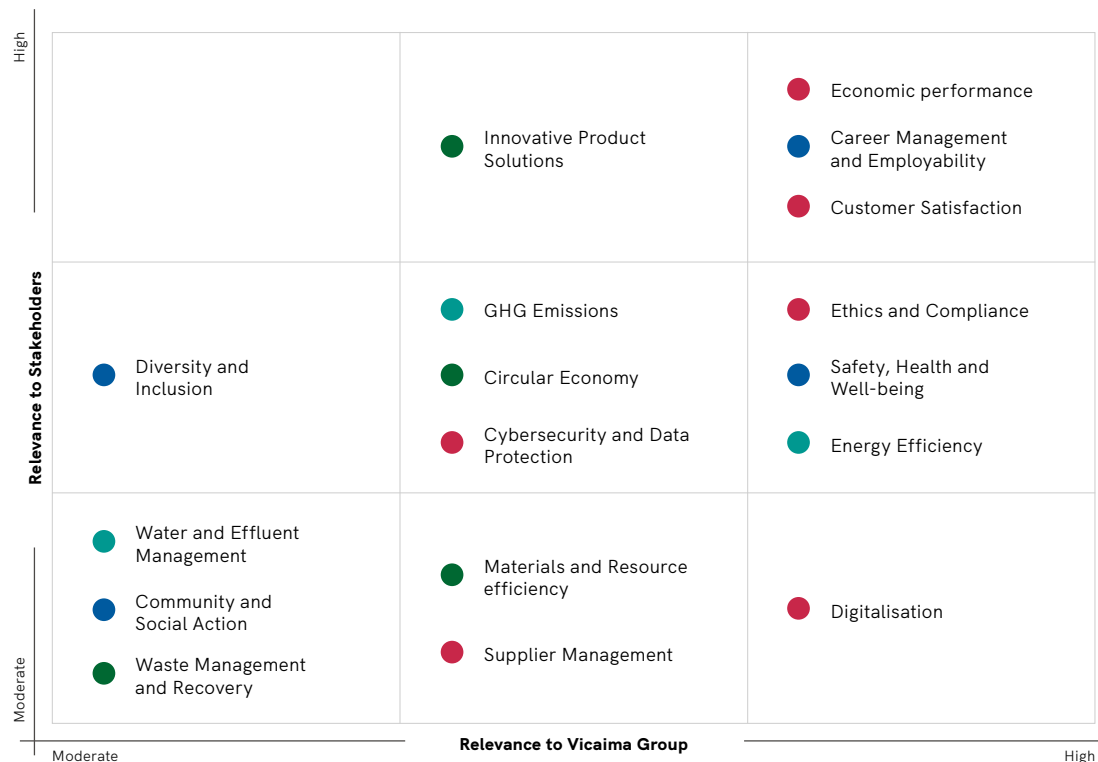
Materiality Matrix

The materiality process is one of the fundamental stages in defining our corporate sustainability strategy. Interacting with our stakeholders in order to identify the issues that are most relevant to them and assessing their impact on the Vicaima Group's business allows us to prioritise our areas of activity and contribute to effective decision-making in the Environmental, Social and Governance (ESG) dimensions.

As a starting point for the Materiality Matrix, we consulted employees and managers from the various Business Units for this report, conducted interviews with Group senior managers and assessed ESG trends in the sector. The result of this consultation established 17 materially relevant ESG topics.

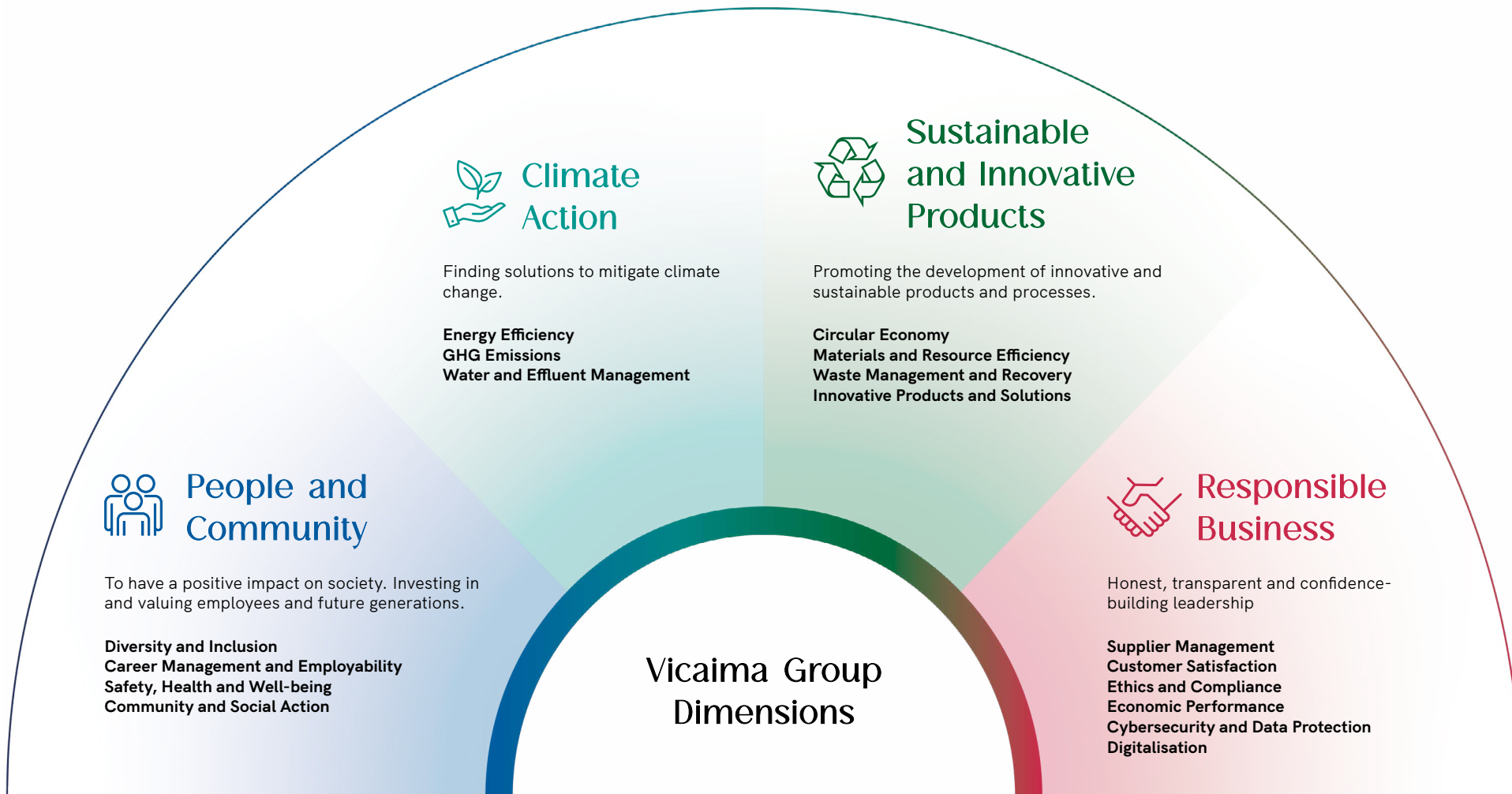
Given the importance of the Materiality Analysis in defining a sustainable business strategy, the Vicaima Group aims to extend this consultation to other internal and external stakeholders.

The definition of a sustainability strategy for 2030 and its respective objectives is underway, in accordance with the ESG Framework and alignment with the SDGs.



Sustainability Strategy Framework ESG

Sustainable development makes it possible to achieve a balance between the different ESG dimensions based on responsible corporate policies. As a result of our consultation with internal stakeholders and the definition of the Materiality Matrix, we have identified 4 essential dimensions that represent our focus and reflect the 17 essential material topics. This is the Vicaima Group's commitment that underpins its long-term vision.



Sustainability Strategy

The Vicaima Group's contribution to the SDGs

In 2015, the United Nations (UN) and its member states adopted the 2030 Agenda for Sustainable Development. This Agenda includes 17 Sustainable Development Goals (SDGs), which aim for a clear and effective commitment from everyone to protecting the environment, social and economic balance.

The Vicaima Group is fully committed to making its contribution to achieving the relevant objectives within its area of activity, monitoring and defining strategies that will enable it to minimise negative impacts in its value chain and boost positive ones, while strengthening its economic resilience.

The objectives we have set are thus driving action in this process of transition to a more efficient economy in the use of materials and resources, which promotes circularity and responsible consumption, as well as the use of clean energies and decarbonisation. We want the Vicaima Group's sustainable development to also be based on diversity and inclusion strategies, as well as the creation of new opportunities for the company and its people.



Sustainability Strategy

Integrating the SDGs into business

People and Community

- Ensure a positive and dignified working environment
- Provide employee development, qualification and the transfer of knowledge between generations
- Contribute to the qualification and employability of young people
- Consolidate a culture of safety, health and well-being
- Promote an equal and inclusive organisational culture
- Contribute to the development of local communities



Sustainable and Innovative Products

- Promote security and well-being in cities and communities through a consistent offer of products with high performance in terms of fire protection, security and acoustics
- Escalate efficient use of natural resources by reducing consumption and eliminating waste
- Reduce waste generation by applying the principles of circular economy - reduction, reuse, recovery and recycling
- Reduce the consumption of virgin raw materials, favouring materials from the circular economy or renewable sources whenever possible.
- Promote optimised management of industrial operations with the aim of improving the productivity and efficiency of our resources
- Innovate and develop products that contribute to more sustainable construction



Climate Action

- Increase consumption of energy from renewable sources
- Expand energy production for self-consumption, by utilising endogenous biomass waste and installing photovoltaic systems
- Promote the efficient use of energy resources and reducing energy consumption
- Implement measures to reduce GHG emissions resulting from our activities
- Optimise manufacturing and logistics processes, particularly through electrification, robotisation and digitalisation
- Ensure responsible and integrated management of water resources
- Continue to invest in low-carbon solutions towards carbon neutrality



Responsible Business

- Ensures the creation of sustainable value
- Continued investment in technological modernisation, guaranteeing business continuity
- Promote the principles of business ethics and transparency
- Strengthen the relationship with institutional stakeholders



People and Communities

It is our commitment to contribute to a safer, more equal and inclusive society, to promote professional development and qualification of our employees, and to promote the development of young people, having a positive impact on society and on the Vicalma Group's growth strategy.



Our people

The Vicaima Group's journey and success over more than 60 years of existence reflects the endeavour and commitment of its main asset: People.

We endeavour to continuously develop their skills, stimulate their potential and autonomy, promote their well-being and guarantee their safety, thus realising the factors that underpin the Vicaima Culture. We recognise that in this changing world there are unavoidable challenges in attracting and retaining talent, essential dimensions for ensuring the organisation's sustainable growth.

Therefore, our focus is on providing resources and tools that contribute to the qualification, specialisation and enhancement of Human Capital, mentoring strategies that promote the open sharing of knowledge and experiences, as well as fostering equity, diversity and inclusion.

The Vicaima Group's strategy therefore prioritises meeting the expectations and ambitions of future generations, while at the same time equipping employees with new skills in a market that is increasingly volatile, digital and competitive.



“ Aimed at entrepreneurship, responsibility, creativity and innovation, we cultivate a working environment based on team spirit, proximity and transparency so that everyone feels their work is recognised. ”

João Alves

Success Factors

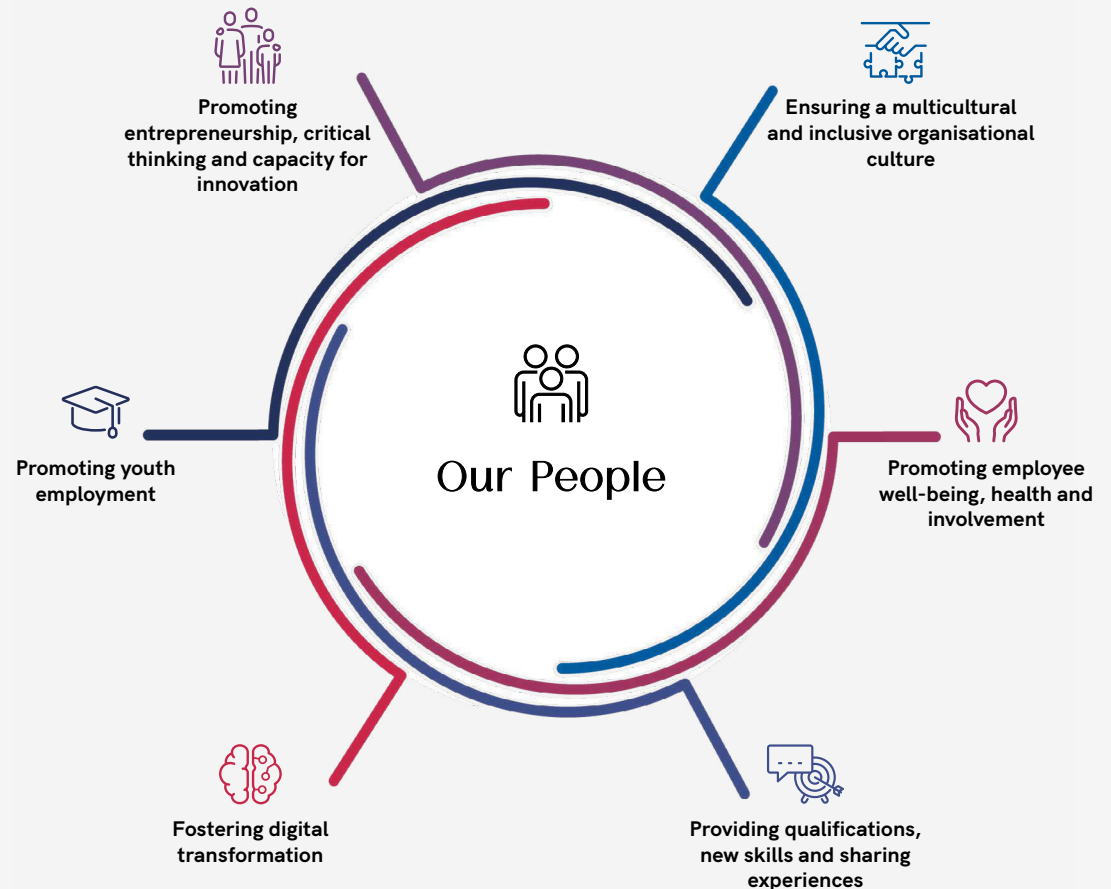
Axes of action

Human capital is one of the Vicaima Group's most important assets and a differentiating element in its development strategy.

In an increasingly globalised market, the search for competitive advantages based on knowledge, experience and specialisation, combined with policies to attract and retain talent, professional and career development and the promotion of a culture of employee well-being and safety, in a diverse and inclusive environment, are key factors for the Group's future sustainability.

We endeavour to provide employees with sustainable growth, encouraging their involvement and commitment to the Group's principles.

In this context, the Vicaima Group's lines of action reflect the strategic areas in which we have been working and in which we will continue to invest, recognising them as critical success factors for the development of Human Capital and the Organisation.



Employees

One of the main aims of our human resources policy is to promote diversity and inclusion, as well as equal opportunities for personal and professional development based on meritocracy.

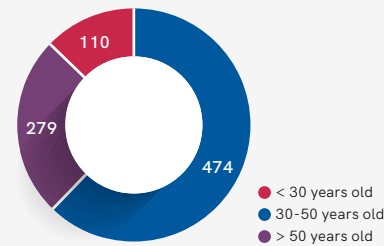
The gender balance reflects the representativeness of women in a variety of jobs. The Group is focussed on continuing to invest in creating career opportunities for both genders, based on their performance and merit.

The contractual link is characterised by 88% of permanent employees, which reflects the importance the Group attaches to strengthening solid relationships, loyalty and trust in staying with the Organisation, which is seen as a competitive and differentiating advantage.

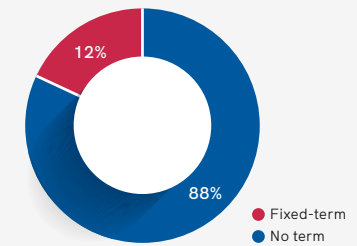
In terms of age group, the most representative section is 30 to 50 years, with those under 30 being the least represented. One of the issues facing the Vicalma Group in the medium and long term is the availability of specialised human resources. This requires succession mapping and planning for generational renewal, ensuring that knowledge is shared and integrated into this process, seeking to promote a balanced flow between employees reaching retirement age and the entry of younger employees.

More than 90% of the Group's employees belong to industrial-based companies, which is why the indicators in this chapter are influenced by the predominance of activities related to operational management, and should be relativised to this expression.

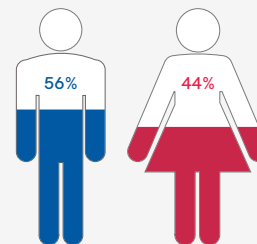
Age Group



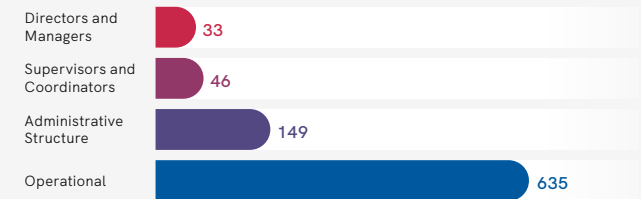
Type of Contract



Gender



Functional Group



863 Employees

Diversity and Inclusion



The Vicaima Group is committed to promoting a fairer and more dignified workplace that ensures equal opportunities for all.

To this end, it has been implementing a set of people management initiatives and policies aimed at ensuring a more egalitarian organisational culture. In 2022, a new Code of Ethics and Conduct and a new Human Resources Policy were approved, which reinforces the Group's commitment to ensuring equal opportunities in recruitment and throughout a professional career, valuing only professional aspects.

We therefore believe that a healthy organisation requires a commitment to non-discrimination on the grounds of gender, age, culture, beliefs or nationality, from the recruitment stage to the end of the employment relationship.

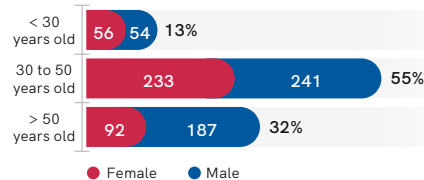
Overall, we have a good gender balance, with 44% women and 56% men, and a multicultural workforce that includes 863 employees of 14 different nationalities. Even so, particularly in terms of functional groups, we recognise that there is still a long way to go, and this is one of our commitments.

Characterisation by Origin

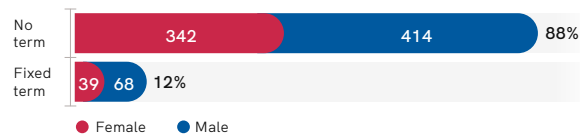
Brazil		51	Mexico		1
Scotland		1	Pakistan		6
Spain		2	Poland		3
Guinea		1	Portugal		735
India		4	Russia		1
England		54	São Tomé and Príncipe		1
Morocco		1	Venezuela		2

14 Countries

Characterisation by Age Group



Characterisation by Type of Contract



Characterisation by Functional Group

Functional G. / Age	Directors and Managers	Supervisors and Coordinators	Administrative Structure	Operational
< 30 years old	0	1	8	47
30 to 50 years old	0	5	40	188
> 50 years old	0	1	16	75
Total Female	0	7	64	310
< 30 years old	2	0	8	44
30 to 50 years old	17	23	51	150
> 50 years old	14	16	26	131
Total Male	33	39	85	325

Career Management

Projects developed

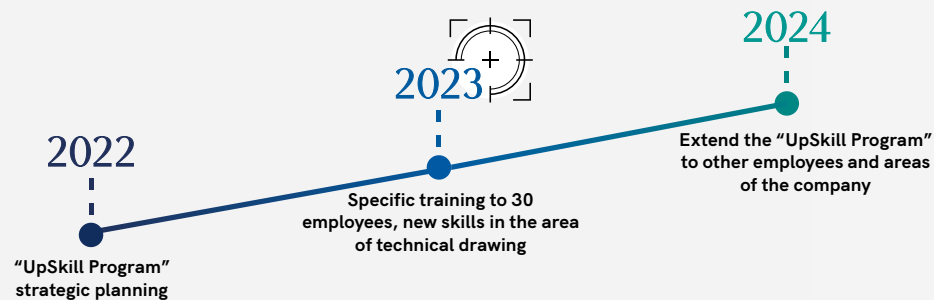


“UpSkill Program”

In 2022 we began strategic planning for the implementation of the “Upskill” Programme. This project aims to create a new concept to address some of the main training needs in the Vicaima Group, allowing us to design customised training plans. with the aim of developing the skills of our employees and promoting improvement in the performance of their duties.

The “UpSkill Programme” is made up of levels of theoretical and practical training which, depending on the achievement of certain specific objectives, can enable employees to progress in their careers internally. As well as being designed to fill functional gaps, the aim is that, at the end of the assessments provided for in the various “levels”, employees can gather the skills to take up new internal opportunities.

Thus, the first programme developed was “Become a designer”, with the aim of promoting the development and training of a group of employees in the areas of technical design, in line with the Group’s current and future needs. The first edition of this programme was planned for the first quarter of 2023.



Career Management

Projects developed



“Know My People” project

The purpose of this project was to carry out a detailed survey of the functional profiles of our professionals, identify the necessary competences, describe what each of these competences consists of, assess their importance for the proper performance of the job and indicate the behaviours where we can observe their occurrence. It has also enabled us to identify situations where the job and the competences are not aligned, to identify cases where employees are not assigned to the right job, whether they fulfil the requirements for the job they are doing and whether they are earning an appropriate salary. It was also useful in establishing criteria that could serve as the basis for the appraisal system.



Performance evaluation

In 2022, we developed a performance evaluation process based on assessment criteria geared to the various functional realities. It is through this process that the different leaders define annual targets, objectives and areas for development, promoting the improvement of their teams' performance in a challenging context that induces the professional and personal development of employees.

This process currently covers 55% of the Vicaima Group's population, and our aim is to extend it to new sectors. It is also our aim to continue to improve and develop this process, making it a more effective team management tool, with criteria that are accessible to everyone, transparent, credible and, above all, agile.

At the same time, we identified the need to do some work with leaders and middle managers to instil a culture of feedback for their teams, guiding and aligning employee performance in order to boost their personal and professional growth.



Employability

Attracting and investing in new talent

“Make
sucess
with
Vicaima”

The success of the Vicaima Group depends on people, their development and their qualifications, and so our actions aim to provide the necessary conditions for the development of human capital, its retention and progression, as key elements for the sustainability of the business. However, the future of the Vicaima Group is also made up of new talent, and it is essential to strengthen our ability to attract, retain and develop it.

Talent attraction is therefore viewed in an integrated manner and aligned with the company's priorities, based on two pillars of action:

- Close monitoring of the on-boarding process, ensuring the transfer of experience and knowledge from internal employees
- Promoting the qualification and training of young people for future jobs.

“ New talent is the lifeblood of the Vicaima Group. Developing and attracting the right people is paramount. ”

Pedro Silva

Employability

Attracting and investing in new talent

Trainee programmes

#VicaimaTrainee

The internship programmes are aimed at secondary school students, especially from nearby schools, and students in higher education. Depending on their area of study, they can be placed in one of the Group's companies at national or international level, in the department most suited to their training. In this context, a mentor is assigned who will define the activity plan and accompany the student until they complete their internship.

On completion of internship programmes, trainees are often offered the chance to join the company's staff, which annually results in a retention rate of around 50%.

School and university partnerships

The Vicaima Group has established several partnerships with educational institutions, through which curricular and professional internships are carried out, as well as participation in teaching activities, events and fairs, collaborating on a reciprocal basis.

Job fairs, Open classes and other Events

With an eye on the future and a commitment to recruiting young talent, in 2022 we boosted our presence at various events organised by educational institutions nationwide, including the Instituto Superior Técnico in Lisbon, the University of Aveiro, the Instituto Superior de Engenharia in Porto, the Portuguese Catholic University, the Fernando Pessoa University and the Polytechnic Institute of Viseu.

The main purpose of our continued presence at these events, whether through "Job Fairs" or "Open Classes", is to bring the Group closer to future generations of professionals, raise awareness of our areas of expertise, share technical knowledge about our products and solutions, and present recruitment dynamics.

In a similar concept of continuing training with educational institutions, but with a view to sustainability, we are partners of the Sustainable Construction Portal, which, among other actions, promotes knowledge and training in products and solutions, with a focus on developing more sustainable construction.

Our sphere of activity therefore involves opening doors to employability but also enriching the knowledge of qualified young talent, providing opportunities and experiences for both parties.



Employability

Active communication



Social Media

#recruitingtalent

The proactive attitude of establishing and strengthening partnerships with educational institutions and taking part in events and job fairs has proved to be very positive. However, the dynamics of the labour market require the Group to find ways of differentiating itself in order to win the preference of potential candidates.

As an integral part of our communication strategy, we actively publicise our main brands - Vicaima and Globaldis - through social networks, with a particular focus on LinkedIn and Facebook. These same communication channels are used to proactively publicise the job opportunities available within the Vicaima Group.

We also promote the sharing of our culture and values, as we believe that using digital tools is the right way to promote the companies belonging to the Group, fostering their involvement and interaction with potential candidates.

In 2022, we achieved significant results, reflected in a reach of around 175,500 views of content related to Talent Management, Corporate and Employer branding.

175 500

Employer and corporate
brand content visualisations

Safety, Health and Well-being

Our motto is "Work with safety first"



Promoting and guaranteeing a safe and healthy working environment for Our People is a commitment and a priority for Vicaima. We foster a safety culture based on prevention, training and information, which is crucial to encouraging good individual and collective practices.

The planning and implementation of actions relating to the Safety and Health at Work policy are under the direction of the Safety Department, which periodically audits and supervises activities "on site" on a daily basis. The focus on these proximity actions makes it possible to identify potential improvements, contribute to an increase in employee commitment and motivation, and raise awareness in order to reduce accidents at work and occupational illnesses.

" It is essential to consolidate a collective culture of health and safety that is not seen as an imposition, but as a way of being, acting and an added value for both the employee and the company. "

Sandra Maia

Safety, Health and Well-being

Our motto is "Work with safety first"

Within the scope of Occupational Health and Safety (OHS), we have defined the following objectives for our organisation:

- Prioritising the safety, health and well-being of our employees, developing appropriate occupational health and security management systems, with duly qualified technicians
- Respecting all legal compliance with labour risks and implementing measures to ensure that employees carry out all their tasks in the safest possible way
- Providing regular training on health and safety at work
- Adopt appropriate measures to prevent occupational risks and accidents in order to achieve the Zero Accidents target

We comply with legal regulations in the field of occupational health and safety and apply measures on an ongoing and consistent basis.

- Provision of personal protective equipment
- Periodic occupational health consultations and their follow-up
- Duly documented work procedures and instructions and safety data sheets for work equipment
- Awareness-raising activities for employees, in the workplace, on Safety and Health at Work
- System of periodic audits

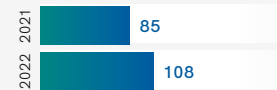
Alongside the measures implemented, there are a number of projects that we have implemented since 2020 and which have been improved over the years in order to guarantee working conditions that safeguard the safety and physical and mental health of workers.

We recognise that the life of each and every one of our employees is undoubtedly the greatest of objectives, which is why we strive every day to achieve "ZERO fatal accidents". Unfortunately, fatal accidents were part of our operations in 2022, with 1 accident to regret.

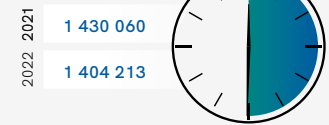
Average number of employees*



Number of accidents



Number of hours worked



Number of working days lost



Number of accidents with sick leave



Accident frequency index



Accident severity index



(*) The average number of employees in the year is considered for the purposes of the indicators presented here, and is in line with the Vicaima Group's Single Report.
Note: Normalisation factor for the number of hours worked 1,000,000. Data relating to non-fatal accidents.

Safety, Health and Well-being

Projects, training and continuous improvement

New industrial support equipment, greater safety

People's safety depends not only on the correct use of industrial equipment, but also on the means of supporting its use.

Over the last three years, Vicaima has invested significantly in modernising its industrial equipment, which has led to higher levels of safety, a reduction in the associated effort and improved operating conditions.

Similarly, we have invested in various auxiliary means, always with the aim of reducing effort, conditions of use and the comfort of our employees, such as:

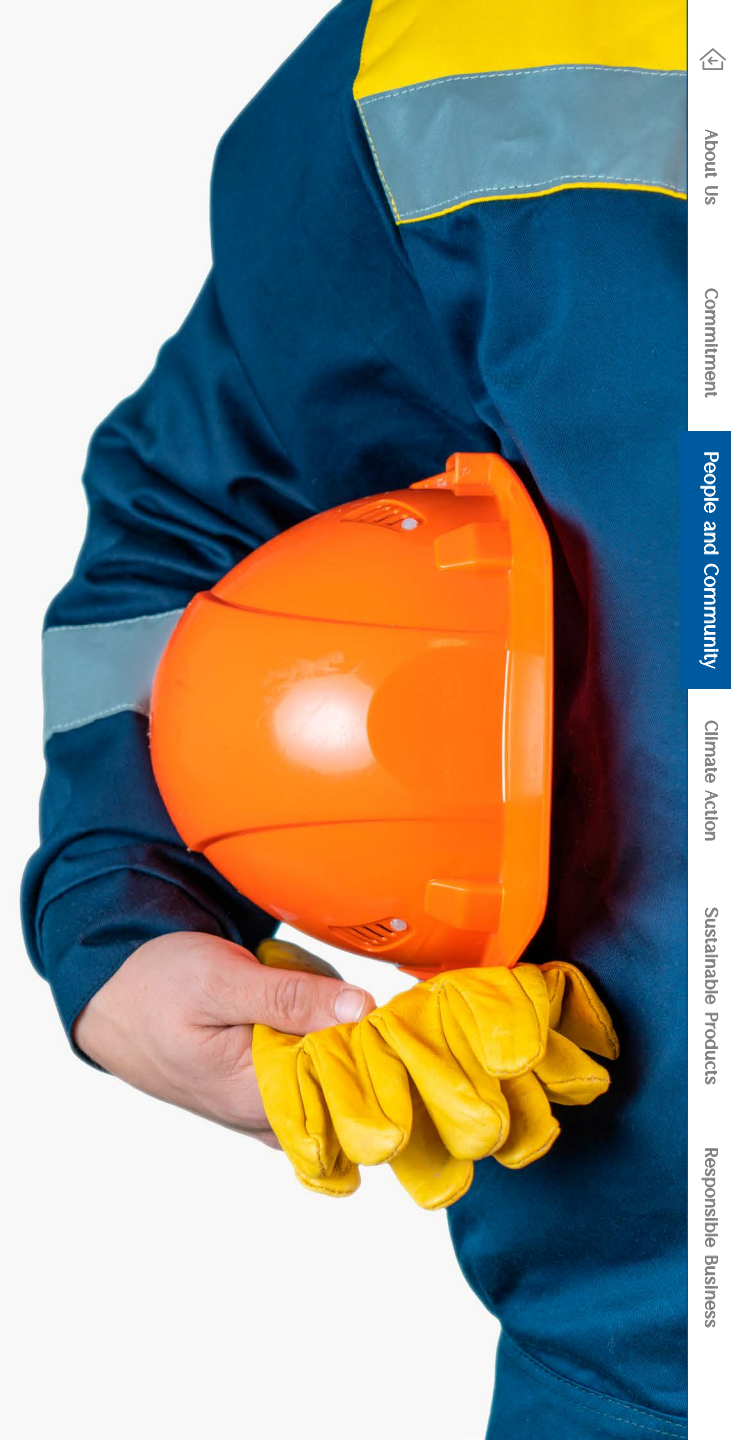
- Motorised roller mats
- Rest/safety mats on machines
- Robot arms with suction cups
- Rotating tables

"New evacuation routes" project

With the main aim of safeguarding the lives of our employees and reducing the risk of accidents, throughout 2022 we have developed a global project to redefine the evacuation routes applicable to all industrial units in Portugal and the UK.

"Lifelines" project

Due to the nature of their role and the type of work they carry out in the factories, suppliers and maintenance teams are sometimes exposed to greater occupational risks when they work at heights, which is why this is a relevant issue that needs to be addressed. In this context, from 2020 to 2023, we are remodelling and installing "Lifelines" in all of Vicaima Indústria's factories and offices, so that all work can be carried out safely.



About Us

Commitment

People and Community

Climate Action

Sustainable Products

Responsible Business

Safety, Health and Well-being

Projects, training and continuous improvement



Fire safety “Intervention Teams”

Vicaima Indústria has a 2nd intervention team - the Fire Brigade - which is duly qualified so that, in the event of a fire, it can act quickly to protect the physical integrity of our employees. This team is made up of 25 employees.

In this context, opportunities for improvement were identified, and in 2022 an awareness-raising and training project was launched for all employees, so that they would be properly qualified to handle 1st intervention extinguishing equipment (extinguishers and reels).

We have also started to reinforce the Automatic Fire Detection System throughout the factory, so that the alarm is activated more quickly and the action is more effective, safeguarding all employees and material goods.

Safety, Health and Well-being

Education, Autonomy and Qualification



Promoting the health and well-being of our employees is one of our daily challenges and is a key issue in increasing employee motivation and involvement, which boosts productivity gains, strengthens our competitiveness and, above all, has contributed to reducing the occurrence of accidents at work and occupational illnesses.

In order to be able to closely and continuously promote physical and emotional well-being and emotional wellbeing, we have a corporate medical service which includes permanent nurses, doctors and physiotherapists at our Internal Medicine Office in Vale de Cambra.

In 2022 we reinforced our occupational health programmes, including initiatives on nutrition, mental health, physical activity and good practices to prevent injuries, with the aim of fostering a safe and healthy environment for employees, ensuring their well-being.

To guarantee adequate support for our employees, we provide and encourage our clinical staff to get to know our organisation, working methods and processes in detail, so that all procedures are complied with according to our organisational needs.

Well-being and comfort also involve providing adequate and pleasant social spaces, which is why many of the social spaces at Vicaima Indústria and Vicaima Limited were remodelled in the 2020-2022 period. In the case of Vicaima Indústria, where we have a canteen service that serves meals with a varied menu tailored to the needs of our employees, we also organise to the needs of the employees, we also carried out a reformulation and modernisation project, implementing significant improvements.

In 2022, actions were carried out in the following areas:

- Carrying out preventive examinations to assess any health damage caused by professional activity
- General medicine consultations
- Occupational medicine consultations
- Physiotherapy consultations
- Osteopathy consultations
- Carrying out workplace intervention projects
 - Improving ergonomics
 - Training in loco
 - Improving and adjusting equipment when necessary
- Raising awareness of a healthier lifestyle
- Health education focussing on three fundamental pillars: education, autonomy and qualification.

Community and Social Action

Support, value and integrate

The Vicaima Group is committed to actively participating in society, and as well as promoting local employment and youth employment, it collaborates with various charities and organisations promoting culture and education by supporting solid and innovative initiatives and projects.



Portuguese Red Cross

A voluntary humanitarian organisation whose mission is to protect life and health. It works in the areas of healthcare, social support for children, the elderly and the most vulnerable groups, among others. It belongs to the world's largest humanitarian organisations in the world, the International Red Cross and Red Crescent Movement.



Serravalles Foundation

European cultural institution that promotes knowledge and cultural diversity in the fields of Contemporary Art, Architecture, Landscape and critical themes for society and its future. It develops innovative and inclusive educational programmes and promotes initiatives with young creators, among other activities.



Liga dos Amigos Hospital Santo António

The main aim of this organisation is to improve the reception conditions for patients and their families at the Santo António Hospital in Porto. With the support of the community and institutions, they support cultural, social and professional initiatives whose main purpose is to contribute to the well-being of patients.



Bagos d'Ouro

It promotes the education of children and young people from the Douro region who live in situations of economic deprivation, accompanying their educational, social and family journey until they are integrated into working life.



Associação 101010 Portugal - Escola 42porto

An international programming school that encourages technological talent in Portugal, teaching a wide range of age groups.

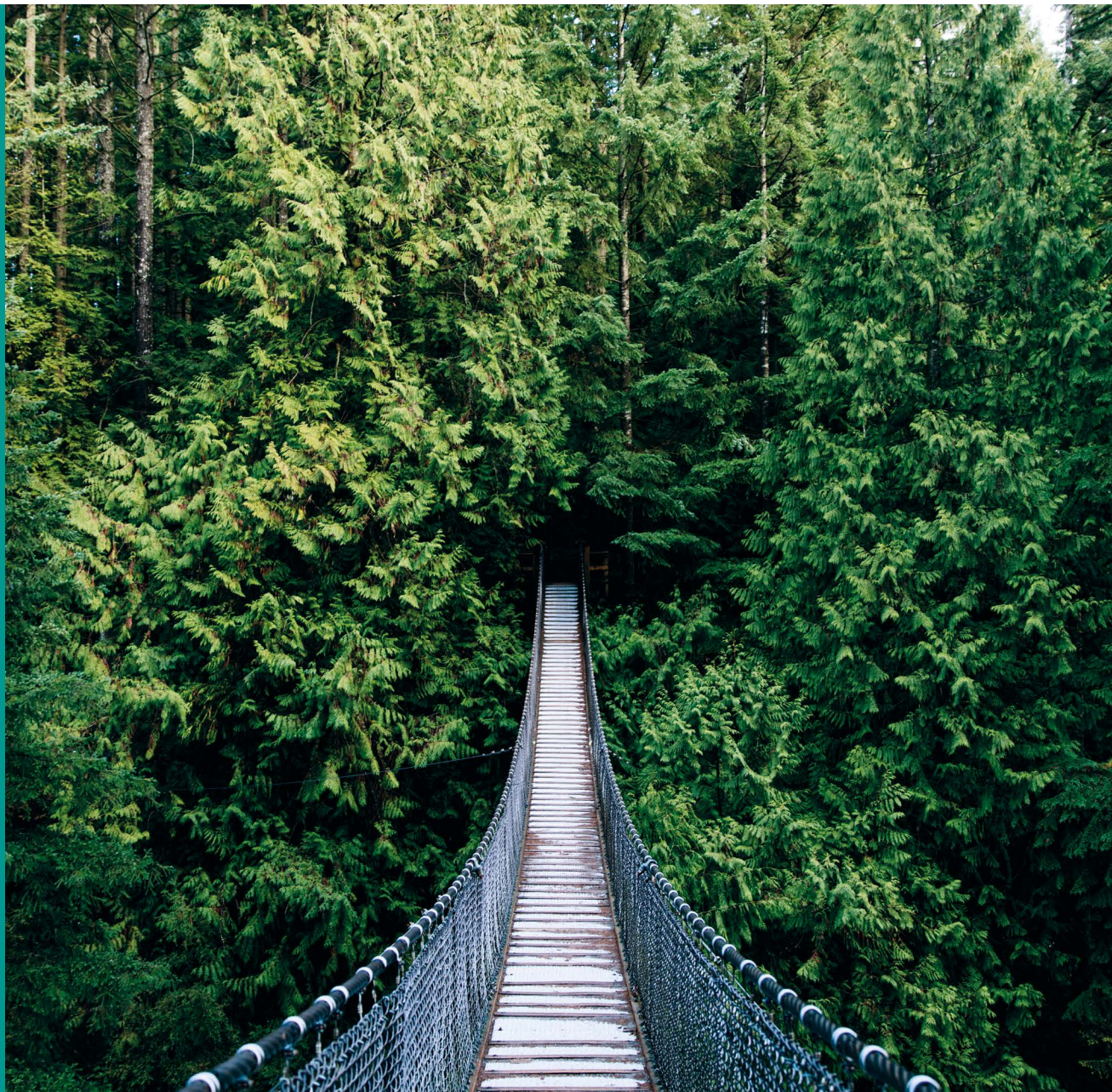


Support for other entities and initiatives:

Associação Bombeiros Voluntários Vale de Cambra
Associação, Cultural e Recreativa Vale de Cambra
Santa Casa da Misericórdia de Vale de Cambra
Igreja Paroquial S. Pedro de Castelões
H&P - Serviços de História e Património, Unip., Lda
Liga dos Amigos Hospital Santo João
Comissão de Festas S. Tiago de Codal
Sociedade Holandesa do Cancro
Centro Social Paroquial S. Salvador do Burgo

Climate Action

Mitigating environmental impact throughout the value chain is fundamental to preserving the planet. In our journey towards sustainable development, contributions such as energy efficiency, the reduction of GHG emissions and the responsible use of water are a priority in the course of our activity.



Commitment to climate action

Towards a Sustainable Future

The National Energy and Climate Plan (NECP) tacitly states that the industrial sector will play an extremely important role in reducing the country's carbon footprint, and in this context, it is one of the main centres of need for innovation and the creation of new business models. Reinforcing the circular economy and "industry 4.0" perspectives is therefore a determining factor on the path to identifying and creating innovative, efficient, green solutions with very close to zero emissions.

The document also states that the industrial sector will be strongly influenced by robotisation and digitalisation, and that electrification is expected to increase, with greater use of biomass and combination with other forms of renewable energy, such as solar thermal.

Therefore, the efficient use of energy resources is one of the main focuses for reducing the environmental impact associated with GHG emissions. In this context, Vicaima has been proactively implementing actions aimed at moving towards carbon neutrality, combining the economic and environmental sustainability of its activity. These efforts are reflected in the placement of innovative solutions on the market, as well as the adoption of more efficient production processes.

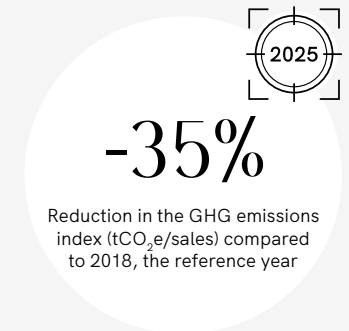
Actions in areas such as: lighting, managing the production and consumption of compressed air, driving force, electric mobility, monitoring and managing energy consumption (energy digitalization), efficient maintenance and regulation of energy-intensive equipment, making use of available heat sources to heat factory areas, producing renewable energy for self-consumption, among others, follow on from this philosophy, aiming to implement a series of investments with a direct impact on the national and European assumptions made for the energy sector.

The measures adopted have made it possible to reduce energy consumption, which is one of the largest parts of the impact of GHG emissions resulting from our activity.



“ The efficient use of energy resources is one of the main focuses for reducing the environmental impact associated with GHG emissions. ”

José Caetano



Energy Efficiency

Energy consumption

Total Energy Consumption	2021	2022
Total energy (GJ)	86 769	80 340
Sales volume (M€)	109	118
Index (Total Energy/Sales)	796	681
% Renewable fuels	31%	32%
% Non-renewable fuels	14%	13%
% Electricity acquired	54%	55%
% Self-consumption electricity	0,4%	0,5%

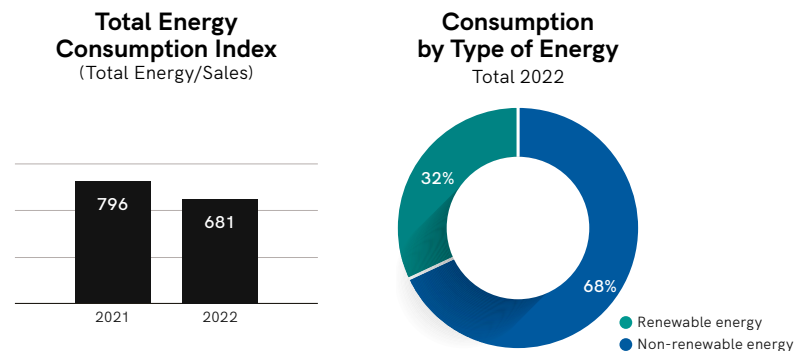
In 2022, total energy consumption was 80,340 GJ:

- 68% from the consumption of fossil fuels and electricity
- 32% associated with the consumption of renewable energy from internal energy recovery, namely through the use of wood waste.

Compared to 2021, it should be noted that despite the increase in production volume, we managed to reduce total energy consumption by around 8%, because of various initiatives developed and implemented. In terms of comparisons, there were:

- A significant reduction of 7% in electricity consumption
- A reduction of 4% in waste wood consumption
- A reduction of 20% in diesel consumption
- The same consumption of propane gas and electricity from self-consumption

The Energy Consumption Index reflects this very favourable behaviour by reducing by 115GJ/M€.



Types of Consumption	2021	2022
Fuel consumption (renewable sources)		
Wood waste	26 725	25 681
TOTAL (GJ)	26 725	25 681
Fuel consumption (non-renewable sources)		
Diesel	10 954	8 753
Propane	1 552	1553
TOTAL (GJ)	12 506	10 306
Electricity consumption		
Acquired	47 149	43 969
Self-consumption	389	384
TOTAL (GJ)	47 539	44 352
Total (GJ)	86 769	80 340

Energy Efficiency

Reduction measures

Throughout 2022, the Vicaima Group implemented various measures that led to a reduction in energy consumption of 2,696 GJ, which corresponds to 352 tCO₂e of GHG emissions that were avoided.

The “Self-controlled lighting” measure implemented is essentially aimed at raising awareness among users, since its contribution to the reduction in energy consumption is in fact insignificant when compared to total consumption.

With regard to the “Digitalisation of energy consumption” measure, a small-scale pilot project was implemented in 2022, which enabled the solution to be validated both in technical terms and in terms of economic viability. The results were positive and implementation at the Vale de Cambra plant is scheduled to begin in 2023, which is why the contribution to reducing energy consumption has yet to be seen.

Of particular note is the contribution of the “Driving Force” initiative, which accounted for almost half of the consumption reductions achieved during the year.

-2 696_{GJ}

Total reduction in energy consumption as a result of the measures implemented throughout 2022



Measures implemented/ developed	GJ reduced	tCO ₂ e reduced in the year 2022
LED lighting	429	56
Self-controlled lighting (*)	-	-
Compressed air system management	421	55
Driving force	1 245	163
Optimising the drying process for white primer	601	78
Digitalisation of energy consumption (*)	-	-
TOTAL	2 696	352

(*) Data of little relevance. See explanation in the content accompanying the table.

Energy Efficiency

Reduction measures

LED Lighting

The “Efficient Lighting” project aims to replace conventional lighting with new LED technology. It is supported by a series of lighting projects implemented in the various Vicaima Group companies. The project involves replacing 4,626 conventional light bulbs.

By the end of 2022, this set of projects had made it possible to replace 2,403 conventional light bulbs with new LED ones, which represents 52% of all light bulbs in operation. The actions carried out so far represent a reduction in energy consumption in the group’s companies of 120,000 kWh per year, equivalent to a reduction in consumption of 429 GJ, contributing to a reduction in GHG emissions of 56 tCO₂e.

Self-controlled lighting

In 2021 we began a project to install photocells for automatic lighting control, with around 45 systems having been installed in places of common use, such as canteens, cafeterias, social areas and toilets, thus mitigating the risk of them being switched on for longer than necessary.

Although we completed the project in 2022, an annual routine has been defined to review and identify possible new situations in which similar systems could be implemented.



-429 GJ

reduction in consumption

-56 tCO₂e

Reduced emissions as a result of installing LED lighting



80%

By 2025 we aim to have 80% of light bulbs using LED technology

Energy Efficiency

Reduction measures

Compressed air network management

Vicalma Indústria is the Group's main consumer of compressed air, accounting for 10% of its energy consumption.

In 2022, several initiatives were launched, which involved the use of new diagnostic technologies, new detection routines, characterization, and elimination of compressed air leaks, through the implementation of a diverse set of actions to mitigate these network losses, such as connector replacement, installation of automatic shut-off valves, resizing sections of the compressed air network, among others.

With these actions we avoided the unnecessary consumption of energy to produce compressed air that would have been lost to leaks, achieving a reduction in energy consumption of 421GJ and a reduction in GHG emissions of 55 tCO₂e.

The various compressed air production systems are networked, allowing constant remote monitoring and better management of the utilisation of production equipment

Awareness-raising campaigns on the correct use of compressed air are carried out every year. The actions include all those involved in the processes and focus on the following themes:

- Minimising the use of compressed air, and if possible not using it at all for cleaning tasks
- Switch off the equipment's supply valves whenever they are not in use
- Switch off equipment that is a major consumer of compressed air whenever it is not in continuous production



-421GJ

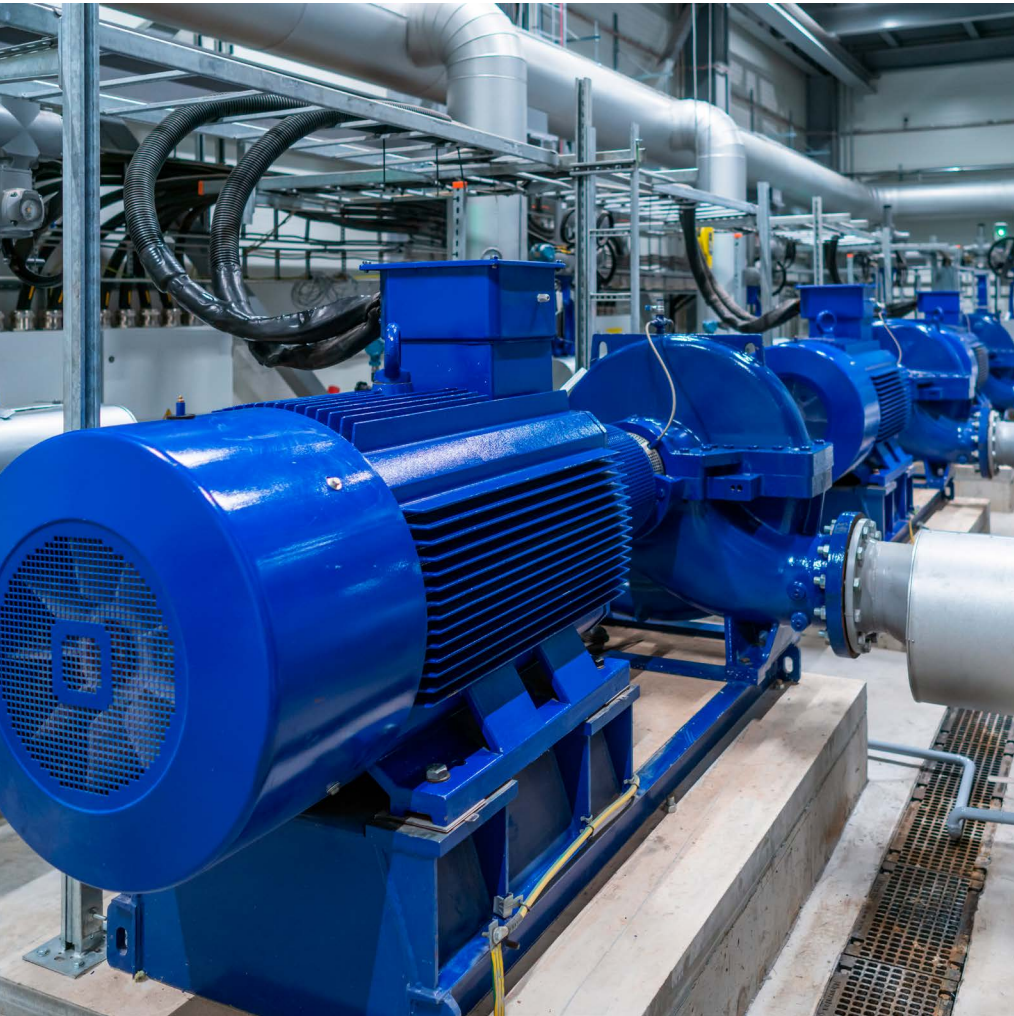
reduction in consumption

-55tCO₂e

Emissions reductions as a result of compressed air management improvement projects

Energy Efficiency

Reduction measures



Driving force

One of the main consumers of energy in companies is the use of driving power, usually characterised by the use of electric motors.

With the constant evolution of materials and equipment, it has been possible to have access to new, more efficient motors that, when properly dimensioned, enable significant gains in terms of energy consumption.

The implementation of the actions defined in the Energy Consumption Rationalisation Plan enabled 15 electric motors to be replaced with new high-efficiency ones, totalling 600 KW of power, which now use new and more efficient equipment.

In the same vein, speed variation and control systems have been installed for all this equipment.

The installation of this new equipment, combined with the new variation and control systems, has made it possible to reduce emissions by 163 tCO₂e/year.

By 2025, we plan to replace another set of existing motors with new high-efficiency ones, totalling 280 KW of power and thus achieving a further reduction of 42 tCO₂e.

-1 245_{GJ}

Reduced energy consumption as a result of switching to more efficient motors

-163_{tCO₂e}

Reduced emissions as a result of switching to more efficient motors

Energy Efficiency

Reduction measures

Optimising the drying process for white primer

The Laccor product range is made up of different types of finishes, with UV curing lamps and IR systems being used throughout the production process.

In 2022, we completed the implementation of several measures to optimise this process which, in addition to less ink waste, also led to a reduction in energy consumption by replacing UV curing lamps and IR systems with a hot air tunnel curing system.

With these improvements we have achieved a 62% more energy-efficient process, representing a reduction in energy consumption of 601GJ and a reduction in GHG emissions of 78 tCO₂e.



-601GJ

Reduced energy consumption as a result of process optimisation

60%

62% more energy efficient process

-78tCO₂e

Reduced emissions resulting from process optimisation

Energy Efficiency

Reduction measures

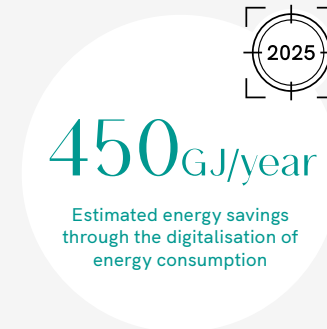


Digitalisation - Energy Management System

In 2022, Vicaima Indústria began a pilot project to digitise energy consumption and flows. This system aims to capture relevant energy information on the shop floor, making it available on a web interface for in-depth knowledge of the consumption profile of the main energy consumers.

The aim is to monitor, account for and archive the facilities' energy consumption and flows, making it possible to relate them to production profiles, as well as detecting deviations from the normal energy consumption patterns of each piece of equipment/system and/or production sector in real time. In this way, we can make faster, more informed decisions, minimising potential losses and inefficiencies in the use of energy resources: temperature, steam, compressed air or electricity.

The results of this pilot project were positive, which is why the start of the global project was approved for 2023. The aim of this initiative is to reduce energy consumption by 450 GJ/year, enabling a reduction in emissions of 59 tCO₂e/year.



Energy Efficiency

Reduction measures

Awareness campaigns

Whenever it is necessary to consume energy, we must do so in the most efficient way, guaranteeing maximum production output at the lowest energy cost. We have therefore developed a set of standard works with the aim of matching certain tasks or jobs as closely as possible to the periods when energy is most expensive (peak and off-peak).

This initiative requires close involvement between production planning and the teams on the shop floor. Examples of these tasks or jobs are: training stops, organising the production flow, changing tools, preventive maintenance tasks, etc. of tools, preventive maintenance tasks or cleaning the work centre.



Good practices were also encouraged and implemented in the most expensive energy periods (peak and full), of which we highlight.



Ventilation:

Switch off suction systems whenever they are not needed



Lighting:

Switch off lighting systems whenever they are not needed



Air conditioning systems:

Regulating and programming air conditioning systems



Forklifts and electric vehicles:

Schedule charging for times of day when energy is cheaper

GHG emissions

Climate change and the consequent escalation of global warming are the main reflection of the increase in GHG emissions.

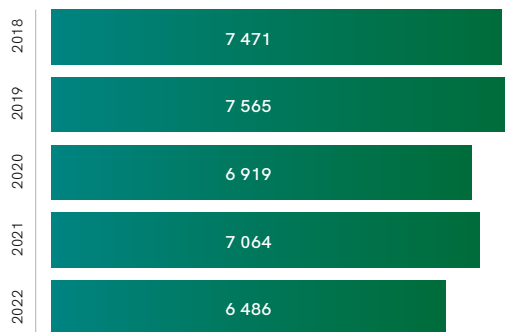
In order to monitor and follow the evolution of our contribution to reducing greenhouse gas (GHG) emissions, we take 2018 as a reference year, which corresponds to the last revision of our Energy Consumption Rationalisation Plan.

In 2022, the activity's GHG emissions (Scope 1 and 2) totalled 6,486 tCO₂e, a reduction of 578 tCO₂e, representing -8,2% of emissions compared to the previous year. It should be noted that despite the increase in production volume in 2022, we achieved a 15% reduction in the tCO₂e/sales emissions index compared to 2021, which demonstrates the good results achieved with the measures implemented.

With regard to Scope 2 emissions, the Market base criterion, there was an increase due to the change in the company supplying electricity as a result of the energy crisis at the end of 2021, which significantly altered the energy mix supplied by this new operator.



Total Greenhouse Gas (GHG) emissions tCO₂e



Total GHG Emissions (tCO₂e)

Indicators	2021	2022
Scope 1	908	745
Scope 2 - Location-based	6 156	5 740
Scope 2 - Market based	853	3 066
TOTAL	7 064	6 486

-578 tCO₂e

Emissions reduction
in 2022 vs 2021

Indicators	2021	2022
Consolidated sales M€	109	118
Emissions index (tCO ₂ e/sales)	64,8	54,9

GHG emissions

Reduction measures

In 2022, we achieved a reduction of 578 tCO₂e compared to the previous year. This decrease was accomplished through the implementation of projects that resulted in reduced energy consumption, totaling 352 tCO₂e, and through specific projects aimed at reducing greenhouse gas emissions, contributing 226 tCO₂e to the reduction.

Several projects aimed at reducing GHG emissions were developed and implemented throughout 2022. Three of these projects were developed, specified and awarded in 2022 but will only have repercussions in 2023:

- In the last quarter of 2022, the purchase of 12 pieces of electrical equipment was approved, which will be delivered in 2023, which is why no reductions were accounted for in 2022
- With regard to the Renewable Energy (biomass) project, the entire technical study was carried out in 2022 and the project was awarded at the end of the year. This project, which is expected to be completed by the end of 2023, will lead to an estimated annual reduction of 272 tCO₂e
- Similarly, a new photovoltaic project was developed in 2022 and will come into operation in mid-2023

Total tCO₂e Reduction

Result of consumption reduction projects	352
Resulting from GHG emission reduction projects	226
Total	578

Measures implemented/ developed

tCO₂e reduced year 2022

Electric mobility	-
Renewable energies (Biomass) ORC	-
Boiler efficiency	214
Photovoltaic project	-
Electrification of the production flow	12
Total tCO₂e Reduction	226

GHG emissions

Reduction measures

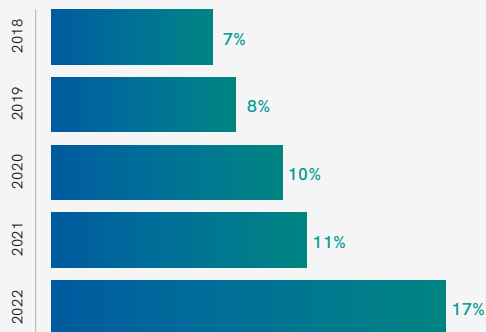
Electric mobility

The term electric mobility refers to means of transporting passengers or goods powered by electricity, as opposed to fossil fuels. This revolution also involves replacing load handling systems (traditional forklift trucks) with electric systems which, instead of running on combustion engines, operate solely using electrical energy stored in batteries, with no moving or mechanical parts.

In 2018 we began the plan to renew combustion-powered vehicles with electric or hybrid equipment, and by the end of 2022, 17% of the fleet had been converted.

By the end of the first half of 2023, we plan to replace a further 12 pieces of equipment, which represents an additional reduction in emissions of 132 tCO₂e per year.

Evolution of Electric/Hybrid Vehicles (%)



132tCO₂e

Reduction in GHG emissions as a result of the transition to electric/hybrid vehicles



GHG emissions

Reduction measures

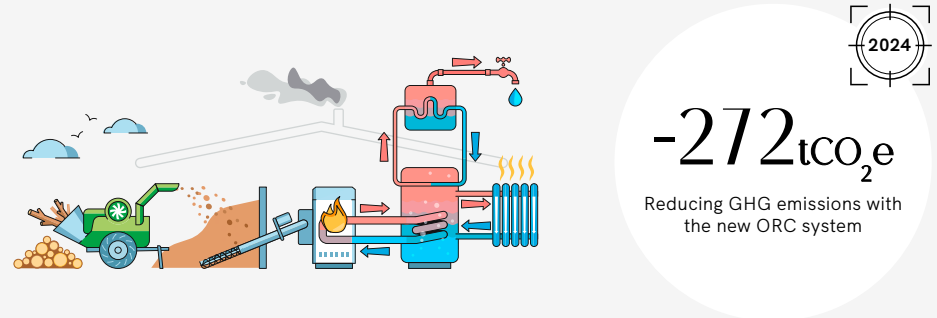


Renewable energies (biomass)

In 2022 we began the technical and feasibility study for the implementation of an **ORC - Organic Rankine Cycle system**, one of the most promising technologies for converting thermal energy into renewable electrical energy. This system will make it possible, on the one hand, to use waste heat from the boiler's thermal fluid and, on the other, to obtain renewable electricity by utilising and recovering a waste product that is endogenous to the company (waste). waste (wood waste) to generate clean energy, making a significant contribution to reducing GHG emissions.

This incorporation will lead to direct gains in the consumption of the Vale de Cambra industrial unit, since it will not be necessary to purchase a significant part of the electricity from third parties, with Vicaima Indústria's plant being supplied by energy from renewable sources.

The ORC system was awarded at the end of 2022, and the project is underway and expected to be operational at the beginning of 2024. This system will enable a reduction of around 272 tCO₂e/year, with the energy generated being used for self-consumption.



GHG emissions

Reduction measures

Boiler efficiency

The production process at the Vale de Cambra plant is supported by two boilers with different power outputs to produce thermal oil by burning biomass from the production process.

The correct management and real-time regulation of boiler operation enables optimised modelling for supplying thermal energy to the production process, ensuring maximum efficiency in both biomass consumption and electrical and thermal energy consumption.

Since the boiler plant represents a significant part of the total energy consumption of the entire installation, it is essential that it operates in the best conditions, both the boilers themselves and all the accessory equipment, such as pumps, fans, among others.

With a view to improving the energy efficiency associated with the heating process of the thermal fluid circuit, we have implemented improvements, routines and procedures for regulation and careful and preventive maintenance, on a biannual basis, which have enabled us to reduce energy consumption by around 10% and reduce GHG emissions by 214 tCO₂e.

-10%

Reduction in energy consumption by implementing improvements to boilers

-214tCO₂e

Reduction of GHG emissions through boiler efficiency



GHG emissions

Reduction measures

Photovoltaic project

Vicaima is determined to increase its consumption of energy from renewable sources, both by selecting energy suppliers based on the weight of renewable energy in its supply mix and by investing directly in photovoltaic projects.

A project to install a photovoltaic plant for self-consumption was therefore developed during 2022, with installation work expected to begin during the second quarter of 2023.

This project involves the installation of 1,650 solar panels to be placed on the roofs of the Vale de Cambra factory.

This new photovoltaic plant is scheduled to go into production in the second half of 2023.



-218tCO₂e

Estimated reduction in GHG emissions/year after implementation of the new photovoltaic project



GHG emissions

Reduction measures



Electrification of the production flow

The industrial component of the Vicaima Group is essentially concentrated in Vicaima Indústria, where the size of the company and the nature of the production flow require loads to be moved between quite distant points.

Vicaima Indústria's aim is to progressively implement the electrification of its production flow, reducing its dependence on the use of fossil fuels for typically carried out using diesel-powered forklifts, which are responsible for transporting raw materials and the final product between equipment and buildings.

Considering the large size of Vicaima's production facilities Vicaima's production facilities, these forklifts travelled long distances, which translated into many kilometres travelled each year (an average of 16,100 km/year) and, consequently, a significant consumption of fossil fuels.

To minimise this impact, in 2020, and in the context of a more global investment plan in Productive Innovation, Vicaima Indústria developed a layout reformulation project in which one of the objectives was to reduce cargo handling using diesel forklifts.

The implementation of the new material flows and layout at Vicaima Indústria was completed in the 3rd quarter of 2022 and included the following initiatives and investments.

- 1 Installation of automated electrical systems for transporting/moving loads, using a set of motorised conveyor belts that connect the various production lines.
The implementation of this system enabled the direct replacement of 6 diesel forklifts. More than 1km (1,034mt) of motorised conveyors were installed.
- 2 Reformulation of production flows with the aim of shortening distances between operations.
- 3 Investment in new equipment, increasing capacity by creating additional redundancy, has allowed for greater autonomy of production units, avoiding the need to move between them.
- 4 Resizing stocks and locating warehouses closer to points of consumption.
- 5 Investment in electric forklifts to replace diesel forklifts.

-12tCO₂e

Reduction of GHG emissions in the electrification of the production flow

Water and Effluent management

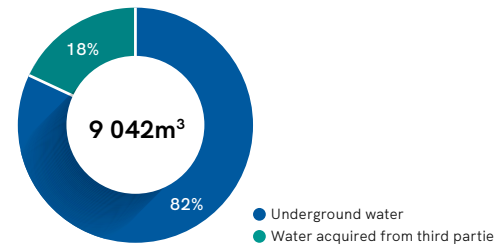
Water Capture

The commitment to ensuring responsible and integrated management of water resources extends to all Vicaima Group companies, with a special focus on Vicaima Indústria due to the nature of its activity.

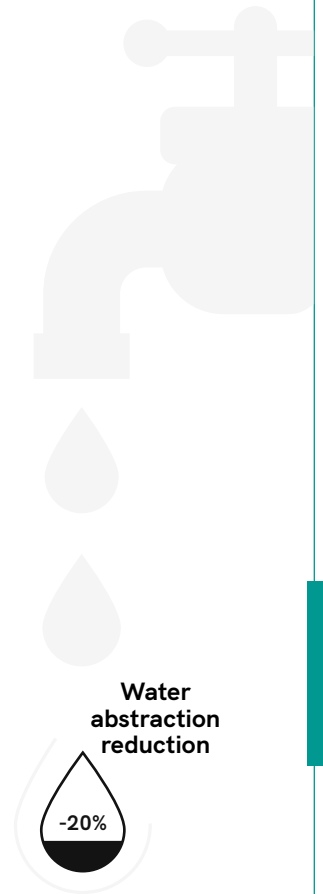
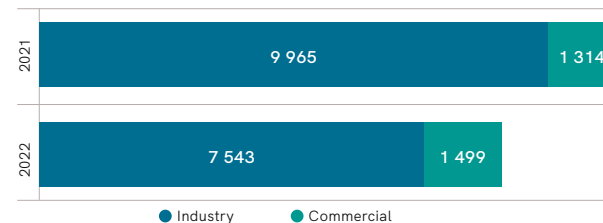
Over the last two years, measures have been implemented to reduce water consumption and waste production. These include the optimisation of various production processes, the reformulation of industrial processes, new equipment and the installation of a new system for the automatic management and control of water abstraction. With volume limiters in order to guarantee responsible and balanced consumption.

These and other initiatives have resulted in a 20% reduction in water abstraction in 2022, made all the more significant by the fact that the company's activity has grown compared to the previous year.

Source of abstracted water
Total 2022



Water abstraction by area of activity



Water abstraction reduction

-20%

Indicators	2021	2022	Variation
Total Raised	11 279	9042	-20%
Sales Volume (M€)	109	118	8%
Captured Water Index (m³/M€)	103,5	76,4	26%

Water and Effluent management





Water Consumption

Water is a finite resource, and its preservation is fundamental for the present society and future generations. Promoting the efficient use of water and changing habits in its utilization is, therefore, one of the objectives of the Vicalma Group.

Focussing on this objective, in 2022 we managed to achieve a significant reduction in water consumption, with a decrease in both production processes and other uses (human consumption and social facilities).

It should be noted that water consumption in production processes fell by 43% compared to the previous year, representing 10% of the water drawn, with most of this consumption taking place at Vicalma Indústria.

Overall, the reduction achieved results from various actions undertaken, with the following standing out:

- 
Switching off veneer production processes
- 
Redesign of industrial toilets
- 
Implementation of low-consumption/timed taps
- 
Educating employees



Water Consumption	2021	2022
Captured	11 279	9 042
Discharge	8 874	7 937
Consumption	2 405	1 105

In 2022, 89% of the discharge value is related to the Municipal Sewer, with the values obtained through estimated consumption per employee. The remaining 11% is directed towards the Industrial Wastewater Treatment Plant, with consumption based on existing measuring devices.

Water and effluent management

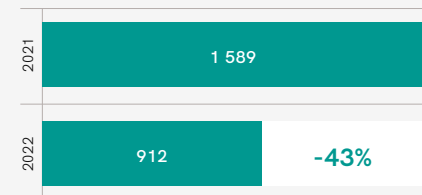
Treatment



All waste effluent from the various production processes is sent to an **Industrial Wastewater Treatment Plant (IWTP)** for treatment and subsequent forwarding to the municipal collector.

This infrastructure is maintained by a specialised external company on a regular and periodic basis, with the aim of guaranteeing its proper functioning and good performance. The quality of the treated effluent is monitored periodically throughout the year.

Volume of treated water from industrial processes



The significant reduction in water treated by the IWTP is directly related to various improvements in production processes and the shutdown of the leaf production unit.

Transport

Transport is essential to human activity, enabling the mobility of people and goods. Despite technological developments in the sector, the transport of people and goods still exerts significant pressure, resulting in negative impacts on the environment and ultimately on human health. These pressures are directly related to the number and duration of journeys, the type of transport (road, rail, sea or air, some of which are more environmentally friendly than others) and the technology used by each mode of transport.

As the largest consumer of oil-based energy, the transport sector is responsible for a significant proportion of greenhouse gas emissions and is inextricably linked to climate change. They are also the main source of noise, which particularly affects urban areas.



As such, one of our areas of focus in terms of Climate Action also involves implementing measures to help minimise the negative impact of transporting the products we produce and sell. We would highlight the following initiatives implemented in 2022:

- 1 We favour maritime transport over road transport
- 2 Whenever possible, we prioritise the selection of suppliers who are closest to us locally
- 3 We improve planning and logistic to avoid cross docking of goods
- 4 We have reduced the use of groupages, opting, whenever fulfilment of the service level allows, to complete the load as much as possible.
- 5 We reviewed palletisation and the maximum number of doors per pallet for the most consumed products, with the aim of increasing the number of doors per container
- 6 We have developed lighter products for some export markets while maintaining the same level of performance, which in some cases has allowed us to put up to +10% more doors per container

Environmental campaigns

Awareness Raising

“Weekly cycle of energy costs”

Consuming energy efficiently means guaranteeing maximum production output at the lowest energy cost. Therefore, in close collaboration between production planning and the production teams, various awareness-raising activities were carried out and work procedures were adjusted with the aim of allocating certain tasks or standard activities as much as possible to the periods when energy is most expensive (peak and full), including:

- Training stops
- Organisation of the production flow
- Changing tools
- Preventive maintenance tasks
- Cleaning work centres

“Efficient Use of Energy”

Other campaigns with a broader context were also promoted internally and addressed topics that were important to the company and applicable to employees’ personal lives. These were publicised on an ongoing basis to raise awareness of how to use energy more efficiently on a daily basis so as to help reduce energy costs and our carbon footprint.

These campaigns were well received by employees and covered a number of important topics, such as:

- Correct use of air conditioning
- Correct use of suction systems
- Favour natural lighting whenever possible
- Correct use of the computer (IT devices)

“Let’s Plant, for Biodiversity and the Planet”

As part of the formal launch of the United Nations Decade on Ecosystem Restoration 2021-2030, flowerbeds with plants and shelters for pollinators were set up. To encourage greater involvement from everyone, we reinforced this message by distributing biodegradable sheets with lavender seeds to all Vicaima Group employees nationwide, encouraging them to plant them. In 2023, we intend to expand this initiative to the other companies within the Group at the international level, including the United Kingdom and Spain.



Sustainable and innovative products

The adoption of Circular Economy principles, along with the optimisation of materials and resources, minimising waste and residues, are today assumed by the Vicaima Group as key catalysts for innovation in the development of solutions that enhance our commitment to sustainability, creating value with responsibility.



About Us

Commitment

People and Community

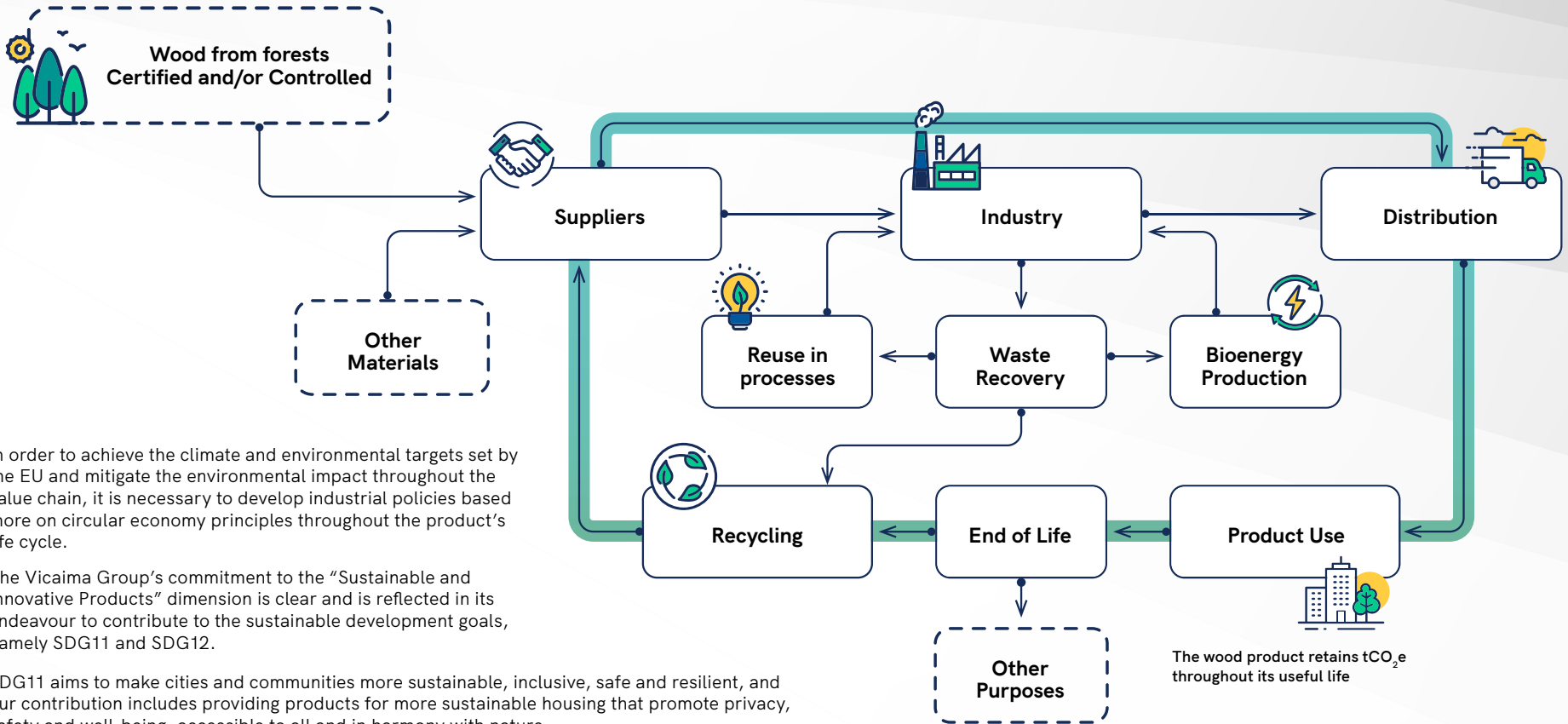
Climate Action

Sustainable Products

Responsible Business

Life Cycle

Vicaima Products



In order to achieve the climate and environmental targets set by the EU and mitigate the environmental impact throughout the value chain, it is necessary to develop industrial policies based more on circular economy principles throughout the product's life cycle.

The Vicaima Group's commitment to the "Sustainable and Innovative Products" dimension is clear and is reflected in its endeavour to contribute to the sustainable development goals, namely SDG11 and SDG12.

SDG11 aims to make cities and communities more sustainable, inclusive, safe and resilient, and our contribution includes providing products for more sustainable housing that promote privacy, safety and well-being, accessible to all and in harmony with nature.

For its part, SDG12 aims to ensure sustainable consumption and production patterns, with effective actions in terms of reducing waste and residues, recycling and reusing materials, as well as energy consumption, through an integrated approach throughout the value chain, from the producer to the end consumer.

Circular Economy

Creating Value

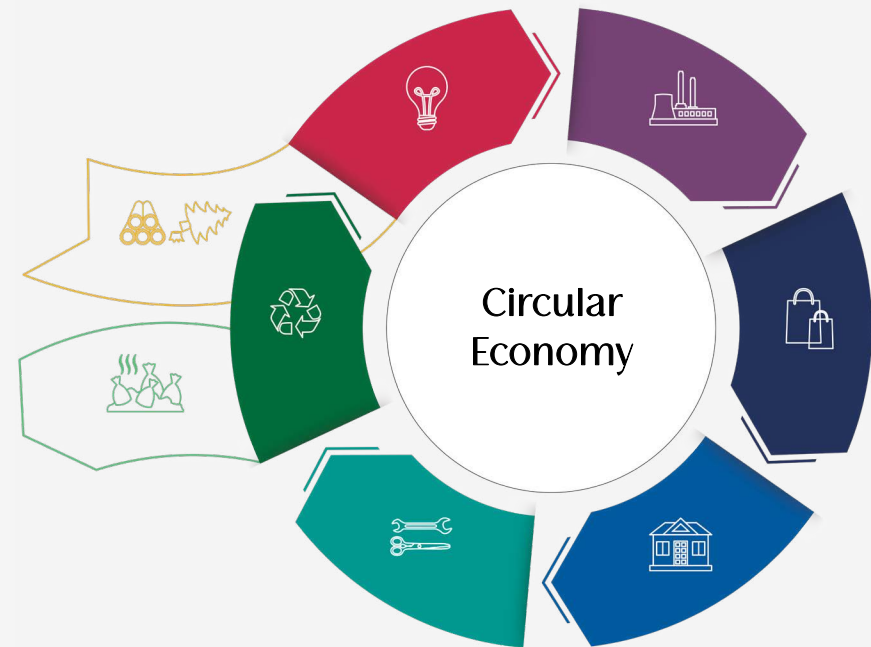
The Vicaima Group's production model is based on a strategy of creating value responsibly, adopting principles of optimisation and efficiency in the use of resources and materials and is based on the principles of the circular economy, which is a strategic concept based on the reduction, reuse, recovery and recycling of materials and energy.

Aware of the scarcity of resources and their impact on the environment and society, the Vicaima Group is focussed on a strategy of continuous improvement that enhances:

- Improved resource efficiency that allows innovative adaptation and creation of optimised processes for a lower environmental impact
- Improved material efficiency to reduce the use of natural resources, favouring the use of recycled or renewable materials over virgin raw materials
- Reduction of waste produced and recovery of the remainders through: reuse, production of thermal energy or recycling
- Innovation and development of quality products that guarantee durability, allow for repair and reuse

The Vicaima Group operates in several countries and as such, depending on the market to which our products are sold, their treatment at "end of life" can be different.

It should be noted that the main raw material used in the products we manufacture is of renewable or recycled origin, since it essentially refers to wood and its derivatives, which makes them products with great potential to be reused and reintroduced in a circular economy logic.



Material and Resource Efficiency

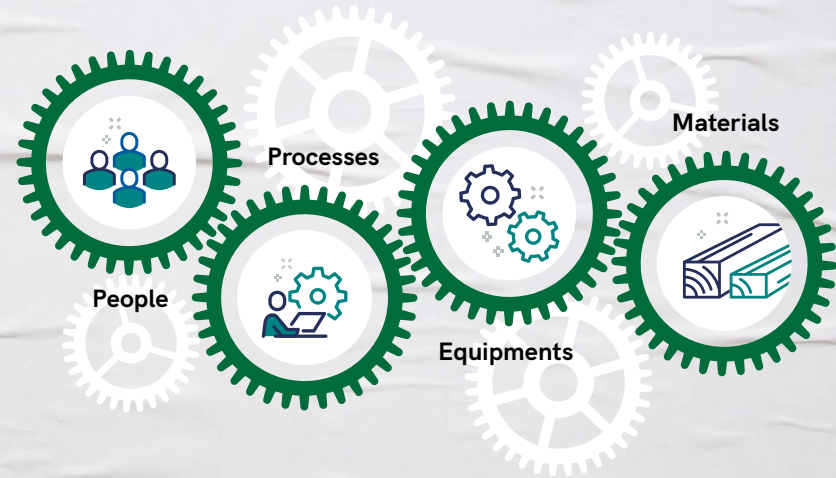
The Vicaima Group endeavours to ensure sustainable production and consumption patterns, which aim to “produce more and better, with less”, through the efficient management of resources, be they people, processes, equipment or materials, which requires an integrated approach throughout the entire value chain, from the producer to the end consumer.

Efficient use of the resources needed for the production, storage and distribution of our products is achieved through simple and stable processes, the consistent reduction of defective or rejected products, the elimination of inefficiencies and the minimisation of waste in the use of materials, with the provision of quality information and continuous training of employees being crucial.

By identifying and eliminating waste, regardless of its nature, we are helping to create a safer, more efficient and productive operation. By producing and carrying out activities with quality, we not only have fewer rejects, but also fewer complaints and, therefore, greater customer satisfaction.

In carrying out its activities, the Vicaima Group consumes various materials, including raw, subsidiary and packaging materials, which are recycled or renewable whenever possible, in line with its commitment to minimising the overall impact of the end product and promoting sustainable consumption patterns.

The consumption of recycled or renewable materials also contributes to reducing the environmental impact of the final product, in line with commitments to sustainable development and sustainable purchasing.



“ Achieving a sustainable balance while maintaining economic growth is a major challenge for any company today. The scarcity of resources is a reality and every day we transform and reinvent products and processes so that they bring greater value to society and the planet. ”

Armando Monteiro

Material and Resource Efficiency

Materials Consumption

The main consumption of materials in the Vicaima Group takes place in the production units in Portugal.

We work continuously to reduce the proportion of non-renewable virgin materials in the consumption mix, with different behaviours between the various product categories.

Sustainable material solutions are in short supply on the market for some categories of raw materials, such as finishing products and accessories, which is why there is still a higher relative proportion of non-renewable virgin materials in these product categories. However, we are committed to continuing our efforts to find alternative solutions by encouraging our suppliers to innovate in order to present more sustainable solutions.

Note: Due to the wide variety of materials used, the figures presented reflect the best information possible based on the existing parameters in the ERP system. This information will be mapped during the next financial year with the aim of creating processes that allow for greater rigour in the information presented. The figures presented refer to consumption at Vicaima Indústria.

	Indicators	2021	2022
Sustainable Renewable Materials	Wood and derivatives (m ³)	53 001	44 700
	Coating materials (m ²)	1 340 973	896 281
	Finishing materials (kg)	88 191	81 084
	Finishing materials (L)	25 178	24 827
	Accessories (Un)	-	-
	Packaging materials (kg)	227 974	207 705
Sustainable Recycled Materials	Wood and derivatives (m ³)	19 154	17 481
	Coating materials (m ²)	-	-
	Finishing materials (kg)	-	-
	Finishing materials (L)	-	-
	Accessories (Un)	34 750	30 100
	Packaging materials (kg)	97 703	89 016
Non-renewable materials	Wood and derivatives (m ³)	-	-
	Coating materials (m ²)	1 053 973	770 405
	Finishing materials (kg)	793 723	729 752
	Finishing materials (L)	289 546	251 026
	Accessories (Un)	312 750	270 900
	Packaging materials (kg)	77 927	99 145

Material and Resource Efficiency

Materials Consumption

Use of renewable materials

One of our contributions to reducing our environmental footprint involves increasingly incorporating renewable materials into the products we manufacture, with a high percentage of recycled materials or wood-based components made from fast-growing natural fibres, ensuring performance and high quality standards.

Some examples:

- The skins used on the doors are made using renewable materials, essentially derived from wood
- Inside the solid doors, primary components of flax fibres are used (flax is a fast-growing plant and the plant stem constitutes a residue) or wood particles, including recycled
- Renewable material is used inside the honeycomb doors and is made from 100% recycled cardboard
- The door's structure uses components made from renewable materials (wood and wood-based) or produced through material recovery in the context of the internal circular economy
- For fire-resistant and acoustic doors, we use chipboard panels with a pre-consumer recycled content of over 50%
- On the door frames more than 85% of the components used are made with renewable materials, based on wood and its derivatives



* Obtained within the framework of the circular economy

Material and Resource Efficiency

Wood and derivatives of certified or controlled origin



70%
 Percentage globally of the number of FSC® doors sold in 2022

We are committed to sourcing wood products from sources certified by internationally recognised standards, namely FSC® (Forest Stewardship Council®) and PEFC (The Program for the Endorsement of Forest).

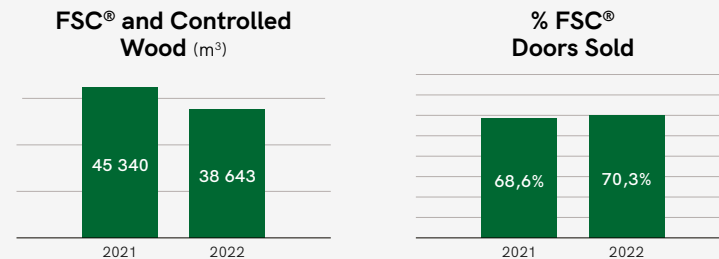
Vicaima Indústria obtained FSC® certification in 2006 and was one of the first companies in its sector to adhere to this certification, which promotes the use of wood from certified forests managed in accordance with internationally recognised standards. Globaldis and Vicaima Limited were also certified in 2006 and Vicaima Puertas in 2021.

By using FSC® or PEFC certified wood, we are ensuring that the trees used in our production are replanted, safeguarding biodiversity and respecting the rights of local communities in forest areas. For its part, “controlled wood” means that the origin of the wood is known and that it comes from non-controversial and legal sources.

Our products are labelled using the approved designation FSC 100%, FSC MIX or PEFC, based on the source material included. Most of our products are available as FSC® or PEFC certified.

The volume of FSC® and controlled wood purchased in 2022 was lower than in 2021, due to the dynamics of consumption and stock management.

In 2022, the number of FSC® doors sold represented 70,3% of the total number of doors, reflecting an increase of 1,7pp on the previous year.



Note: Data referring to the activity of Vicaima Indústria

Material and Resource Efficiency

Digitalisation - Reducing Paper Consumption

VIM

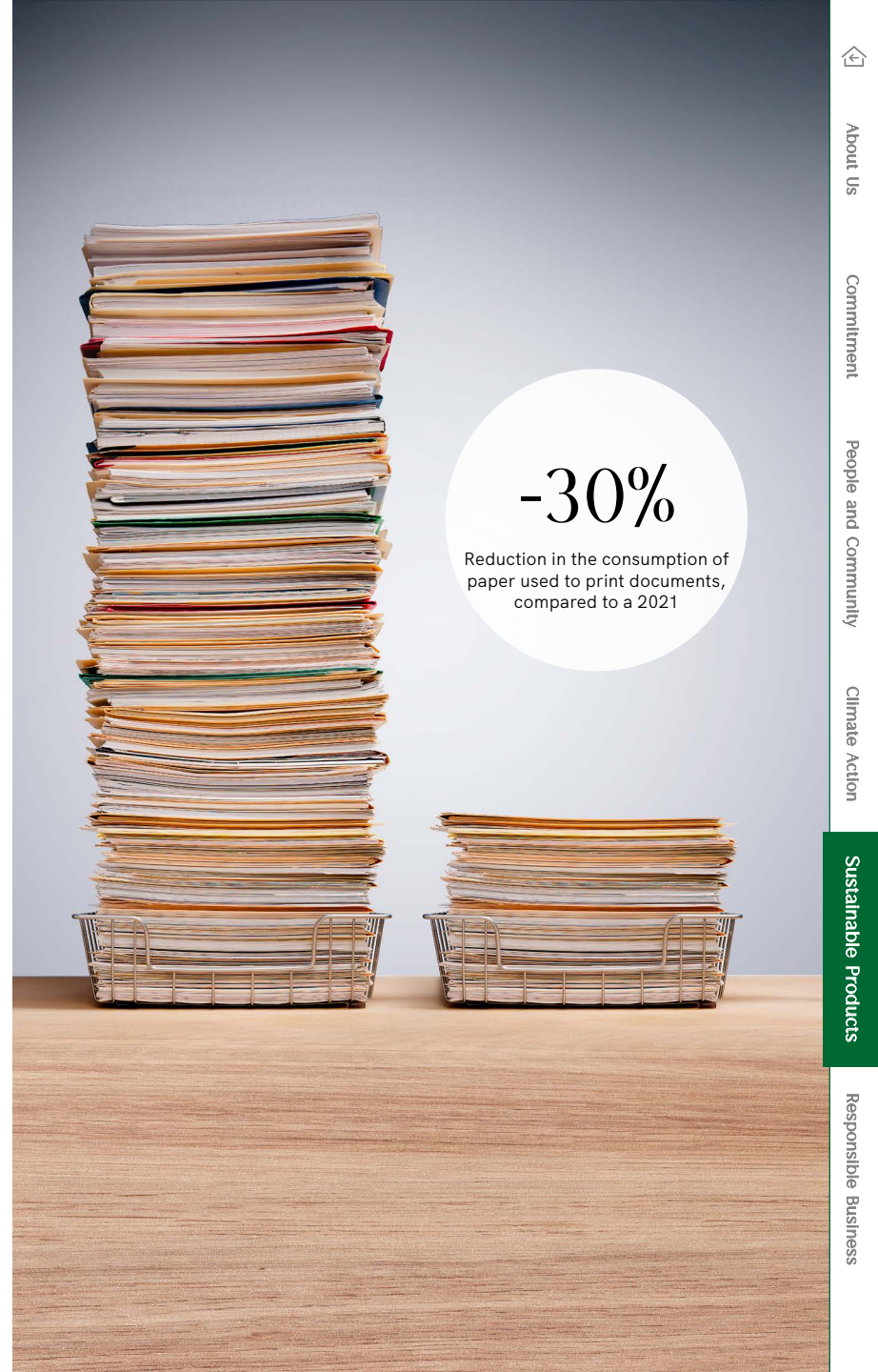
At the beginning of 2022, the Vicaima Group completed the implementation of the VIM Project, which transformed the model for processing and approving supplier invoices. A complex administrative process based on paper and physical signatures has been replaced by a more agile, mobile and fully digital one. With the implementation of this project, we have reduced the need for archive space by 80% and we estimate a reduction of 30,000 prints/year.

Digitalisation of Expenses

The Vicaima Group operates in more than 36 countries and the nature of the business means that we need to maintain close, face-to-face contact with our customers and suppliers. So, with the aim of simplifying the administrative processes for processing/approving expenses and the consequent reduction in printed paper, we developed and implemented the Concur Project. With this project, Vicaima Group representatives can now digitally capture expenses, send them for approval and obtain reimbursement, in a workflow with little administrative burden. The need for a physical archive has been reduced by 98% and we estimate a reduction of 3,200 prints/year.

Digital Drawings

In 2022 we completed the implementation of Phase 1 of the Production Drawings Digitalisation Project. This project consists of making the drawings needed for production processes available at workstations, replacing the printing, distribution and archiving of drawings in paper format. Phase 2 of the project involves the implementation of Cad-Cam tools, particularly in the machining centres, and the integration of drawings related to the manufacture of intermediate products. This phase of the project is scheduled to begin in the second half of 2023.



Material and Resource Efficiency

Packaging

“LessPlastic” Project

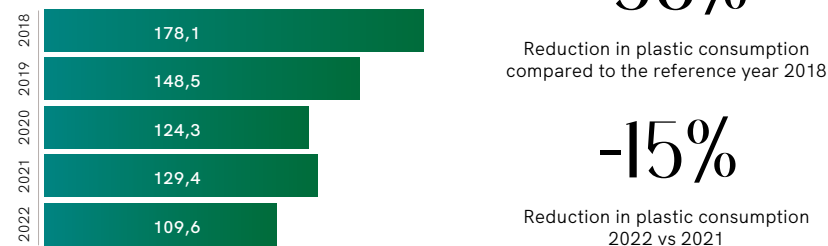
With the aim of reducing the consumption of packaging materials and the waste generated during the packaging process, new working practices and methodologies were implemented, and new investments were studied which, while ensuring the perfect packaging of the product, would allow for a lower environmental impact in the use of packaging materials. The “LessPlastic” project thus emerged with a dedicated team to work on the essential points associated with packaging, such as optimising palletising processes, selecting materials that favour recycled content, reducing waste, specifying new equipment and researching new types of packaging.

The “LessPlastic” project had 2018 as its reference year and the goal of reducing the rate of plastic consumed (t/M€). Various actions have been implemented over the last 4 years, with some interruption during the years of the pandemic. The following measures have been implemented:

- Investment in new palletising equipment, which has enabled the reduction of the amount of stretch film used, both by achieving better stretching (boosting its performance by up to 300%) and by using lower micron stretch film (30% reduction in grammage). With this action we have reduced stretch film consumption by an average of 60% per pallet.
- Increase the number of doors per pallet whenever possible, whilst maintaining safety.
- Reorganisation of workflows and working methods to allow for fewer line changes, which, combined with optimisation of plastic reel widths, allowed for a reduction in the waste associated with the individual product packaging processes at the doors.
- Improvements to the tuning and temperature control of the retractilising tunnel on the UP1 packaging line
- Reduction in the weight of the shrink wrap used in the UP2 packaging line for individual door packaging
- In certain product ranges, particularly when individual protection is not at stake, we promote the option of not individually packaging products with shrink wrap



Evolution of plastic consumption (t/year)



Indicators	2021	2022
Group turnover (M€)	109	118
Index of plastic consumed (t/M€)	1,2	0,9

Material and Resource Efficiency

Packaging

Use of recycled plastic

The possibility of using recycled plastic in the packaging of our products is relatively recent and has been growing in the Group's industrial activities. At Vicaima Limited in 2022, we recorded the use of 86% plastic with the incorporation of 30% recycled.

As far as Vicaima Indústria is concerned, in 2022 we began the tests and consequent necessary upgrade of industrial equipment with the aim of leveraging the use of plastic with the incorporation of recycled materials. The tests on the packaging line at Door Unit 1 (UP1) were positive and in the last quarter we began the transition to using plastic with 30% recycled content. With regard to the lines at Units UP2 and UP3, new tests need to be carried out, which will begin in 2023.

New hybrid shrink wrap and cardboard range

In 2022 we installed a new door packaging line that combines shrink wrap and carton packaging technologies in a single line, which can be carried out in individual operations or in combined mode.

This investment allows us to use shrink-wrap with a 20% reduction in grammage, reducing waste by the width of the plastic used, particularly in setup changes and lower energy consumption in the tunnel.

The use of cardboard boxes to package products is an alternative to using plastic, but industrial capacity must be available to package the doors individually, cost-effectively. The investment in this new hybrid packaging line mitigates this lack of capacity, allowing us to increase our capacity to pack doors in cardboard boxes fivefold, one of the main objectives being to offer and promote this more sustainable alternative to our customers.



Material and Resource Efficiency

Waste Reduction

Reducing waste, along with conserving and making resources more efficient, is fundamental to the Vicalma Group's business. Our concern to optimise the consumption of materials and avoid waste is born in the development of the product and processes, is present throughout the manufacturing operations and extends to the use by the customer.

As part of our Continuous Improvement process, workshops are held on different topics, many of which are aimed at reducing waste, whether through changes to the production process, the use of alternative materials or the development of new production methods.

During 2021-2022, several projects were implemented in this direction:

- Coating reels - optimising stocks to reduce waste and making the most of leftovers from cutting reels
- Selection and classification of wooden planks - improving the process, quality and reducing waste resulting from the cutting of planks
- Dekordor® coatings - investment in new equipment, minimising setups and reducing raw material waste
- White primer application process - New equipment and optimisation of material application, reducing paint waste
- Industrial Lacquering - adoption of new raw materials in the finishing process
- Stretch film - investment in equipment to reduce plastic use



Material and Resource Efficiency

Waste Reduction



Reels of Coating Materials

The Vicaima Group operates in more than 20 markets with different standard sizes, which means that many reel sizes are needed to adjust to the standards of each market. The mix and needs of the markets vary over the years, which can lead to some inefficiencies and increased waste. In order to mitigate this possibility, procedures were revised and a computerised system was developed to control and monitor needs vs consumption vs supplier availability. This more regular and detailed monitoring has enabled us to reduce the number of reels in stock by 8% by 2022.

In addition, investment has been made in cutting equipment, allowing better utilisation of leftover reels by transforming them into edging to be used in the production of internal components, thus avoiding sending them to landfill or recycling.



Selection of Wooden Planks

In 2021 we invested in an integrated line for selecting and classifying wooden planks using a computer vision system that has allowed us to make significant gains in the time associated with the selection process and a reduction in waste of 15mm/cut.

In addition to this gain, there has also been an improvement in working conditions, better quality control, greater flexibility and a reduction in stocks.

Material and Resource Efficiency

Waste Reduction



Dekordor® coatings

Within our product offering, the Dekordor® range is the one with the greatest variety of options, which leads to great demands being made on the optimum utilisation of the reels when they are being used in the coating process.

In order to avoid the increase in wastage when changing series, as a result of the growing customisation of products, Vicaima Indústria has invested in a new coating line. This line, designed for small batch sizes, has enabled a reduction in the waste of coating foil on the one hand and, on the other, although less significant, less waste of glue when changing the type of coating.

In terms of waste foil, we managed to avoid sending 33,500 square metres to landfill by 2022.



Stretch Film

The “LessPlastic” project identified the possibility of reducing the consumption of stretch film in two ways:

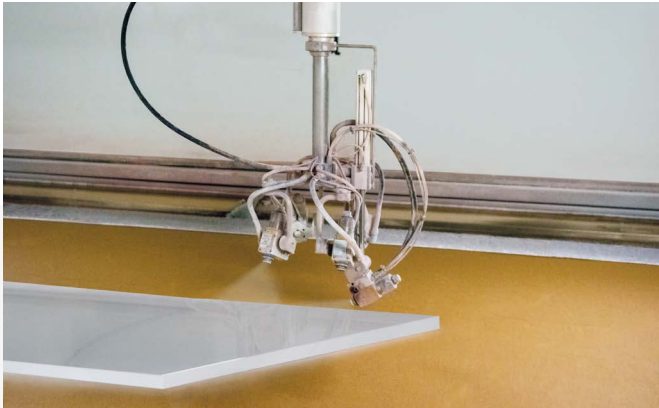
- Reduction in the thickness of stretch film by around 30%, from 17µm to 12µm
- Acquisition of a palletising machine with greater performance, achieving a stretching level up to 300% higher

These two measures together will reduce the consumption of stretch film by 4,000kg in 2022.



Material and Resource Efficiency

Waste Reduction



White Primer Application Process

In 2020, we began developing a new finishing process that led to investment in a new water-based white primer application line, which through greater control of the weights applied, a significant reduction in setups compared to the previous process, and the type of application process used, has enabled a reduction in wasted paint consumption, while maintaining and improving the surface quality of the finish of this type of door in some products.

This project has enabled us to reduce paint consumption by 1,150 lt/year, which in normal situations would be wasted and sent as industrial waste.



Industrial Lacquer

In one of the finishing units at the Vale de Cambra plant, one of the biggest wastes was related to the process and the finishing products used, which were discarded and treated as hazardous waste whenever they were finished, as the mixture of various components meant that they could not be reused later.

Several tests and trials were carried out throughout 2021, in close collaboration with the suppliers of the equipment and finishing products, with the aim of mitigating this situation. The solution involved changing the type of product applied and altering various process parameters. With this initiative we have reduced waste in paint products by around 6,250 lt/year, avoiding it being sent as hazardous waste.



Material and Resource Efficiency

Resource Optimisation Management



Management Model

The Vicaima Group is governed by the principles of Lean production and Continuous Improvement, which are essential for the optimised management of day-to-day industrial operations with the aim of improving the productivity and efficiency of our resources. Various initiatives and activities have been developed, including:

- Top 5 and Continuous improvement meeting
- Workshops for problem solving
- Digitalisation of information flows on the shop floor, facilitating the quality and fluidity of communication
- Improving and adapting production planning and control tools
- Maintenance of an ISO9001 quality system, ensuring compliance with quality assurance procedures
- Implementation of clear procedures for preventive maintenance of equipment, prolonging its life and ensuring that it operates under optimum conditions

Material and Resource Efficiency

Resource Management and Optimisation

New Industrial Door Plant

In 2022, Vicaima Indústria's new door production unit went into operation.

This project has enabled Vicaima Indústria to increase its production capacity by 30% by combining as many upstream or downstream processes as possible in an in-line system for door production, maintaining the greatest possible flexibility and using Industry 4.0 systems as much as possible.

The new factory was designed to meet the needs of minimising movement, reducing production lead times, simplifying flows, optimising the use of resources and raw materials and increasing the degree of automation, with a focus on efficiency and productivity.

In this new industrial unit, several state-of-the-art pieces of equipment have been installed, including:

- Automatic multi-layer door pressing line
- Sizing and edge banding line
- CNC machining centre
- Water-based roller coater line
- Hybrid packaging line
- Automatic wood cutting and sorting line

It is important to emphasise that a layout was designed and implemented for this new unit, which allowed for a significant reduction in material movements of approximately 12,000 km/year (compared to the flows of the previously existing processes), contributing to a reduction in GHG emissions.



Material and Resource Efficiency

Resource Management and Optimisation



Automation of the New Globaldis Logistics Centre

In 2021, the new Globaldis logistics centre in Paredes became operational, designed to enable more efficient management, using fewer resources and with less environmental impact.

With a layout developed according to the principles of Lean Management, this new centre has optimised storage space, using advanced automation systems that allow:

- Reduction of the journey to collect products from the warehouse, with associated energy savings, namely through electric forklifts
- Focus on digitalisation and reducing paper consumption
- Optimisation of packaging preparation and consequent reduction in waste
- Efficient parcel transport management (sorting and grouping instead of individual deliveries)

Waste Management

Reduce, reuse and recycle

Our production processes are developed and evaluated, from supply to delivery of the final product, and constant priority is given to minimising the generation of waste, respecting the approach to avoiding it: reduce, reuse and recycle.

One of the impacts of our activity on the environment is in the form of waste, most of which is generated at the Vale de Cambra plant. The waste obtained during the operation is consistently separated, pre-treated when necessary and sent for recycling, and there is a concern to continually look for opportunities to avoid sending it to landfill.

The waste generated in the various production units is categorised and monitored by type and destination, and there are teams in charge of sending it to the central collection point and then sorting and organising it. Waste is sent to external companies that are certified and qualified for this purpose.



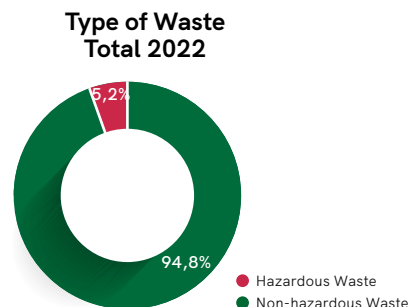
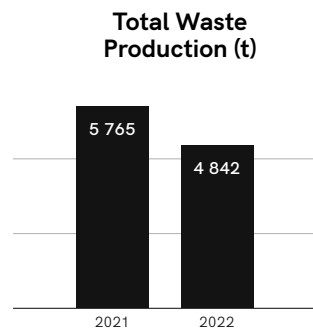
“ One of the biggest environmental concerns facing society is the growing volume of waste generated, therefore proper waste management is of vital importance in helping to mitigate the over-exploitation of natural resources. ”

Lúcia Silva

Waste Management

Characterisation

	Indicators	2021	2022
Non-hazardous waste (t)	Valued	5 479	4 539
	Eliminated	58	49
	Total Non-hazardous Waste	5 537	4 588
Hazardous waste (t)	Valued	17	20
	Eliminated	211	234
	Total Hazardous Waste	228	254
Total Waste Generated (t)	Valued	5 496	4 559
	Eliminated	269	283
	Total Waste Generated	5 765	4 842



In 2022, 4,842t of waste were generated, a 16% reduction on the previous year. The biggest contribution came from non-hazardous waste, which fell by 949t, representing 94,8% of the total waste generated in 2022.

Hazardous waste, which accounted for 5,2% of the total, increased by 26t, due to the waste resulting from the cleaning of the old Globaldis warehouse in Perafita, which was transferred to the new warehouse in Recarei.

Hazardous waste has its own labelling, storage, handling and forwarding processes. Although they are relatively small in total, we are committed to reducing and re-processing them using agents authorised to deal with this type of waste.

Specifically with regard to this type of waste, we regularly evaluate and identify opportunities that could lead to its reduction or elimination.

Regarding the type of waste, there were no noteworthy variations between the two years analysed.

As for the rate of waste generated per M€ of sales, there was a reduction to 41,0 that is 22% below the previous year, which is a very positive behaviour.

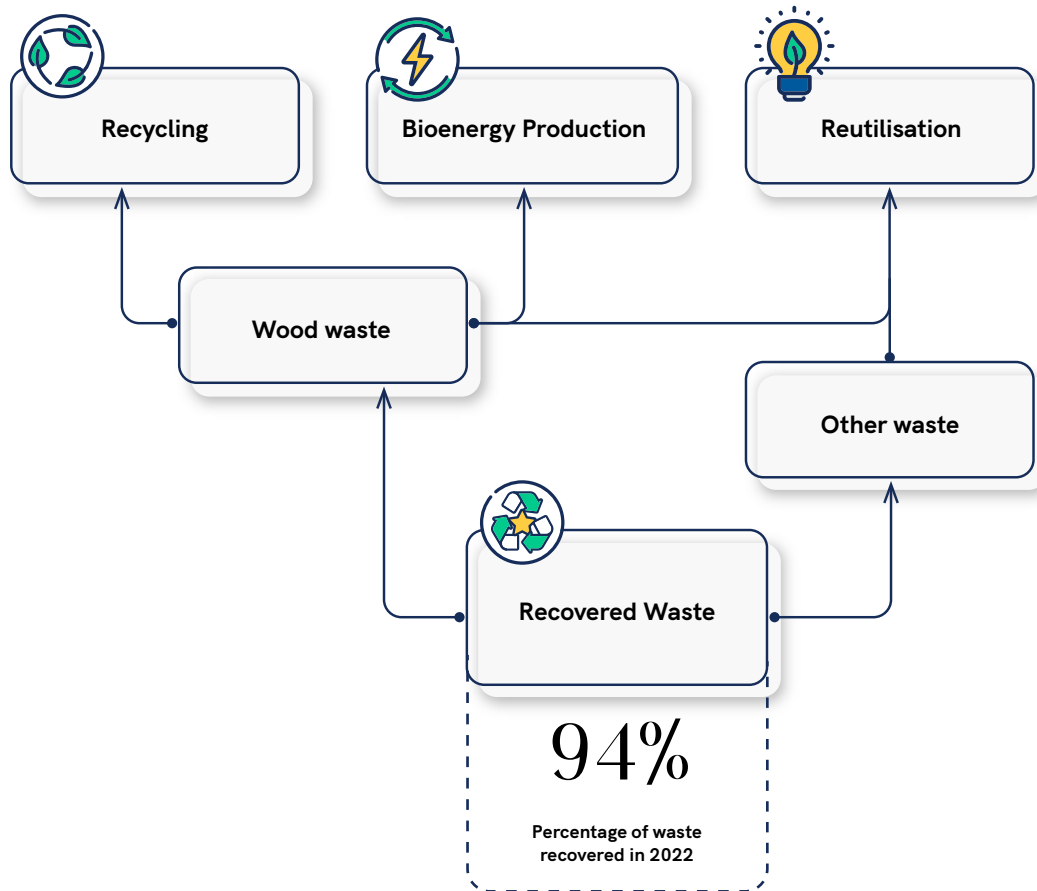
Recovered Waste Index

Indicators	2021	2022
Sales (M€)	109	118
Index of waste generated (t/M€)	52,9	41,0



Waste Management

Recovery Process



In addition to the objective of reducing waste in its activity, we are committed to valorising the waste generated by our industrial and logistical operations as much as possible, promoting its circularity.

Thus, the categorisation and monitoring of the various waste flows generated in the Group's operations makes it possible to optimise their separation and forwarding for recovery through the various waste partners or operators with the aim of their being reused and reintroduced into the value chain, avoiding their destination being landfill.

In 2022, recovered waste accounted for 94% of the total waste generated, with wood waste representing a significant proportion and most of which is recovered, either through the production of thermal energy or through its sale, being reintegrated into new products, such as the production of wood-based agglomerates, briquettes, among others, being processed by external entities.

One of our main objectives is to consistently ensure that the percentage of waste recovered is above 90% in the 2021-2025 cycle.

Initiatives developed

In the context of waste reduction



Tests have been carried out on the use of alternative diluents for use in cleaning components and product application equipment, with the aim of reducing the use of this type of solvent



The installation of new industrial equipment allowing for less wood waste from cutting and drilling operations



Replacement of glue application machines, reducing the amount of water used to clean them, considered hazardous waste



Replacement of fluorescent lamps with LED lamps, resulting in the elimination of future spent fluorescent lamps containing mercury



As part of the circular economy



Production of finger jointed planks, which are the result of joining several small, unused sections into a longer usable length



Using waste wood to make pallet rafters



Use of thin skins as a complement to product pallet packaging



Use of leftover corrugated cardboard, resulting from the manufacture of cardboard boxes, in the packaging of some product ranges



Selective collection of wood waste and forwarding to wood-based panels industries



The implementation of a system to return the "airbags" used in cargo securing and reuse them

Innovative Products and Solutions

Contribution to a More Sustainable Building

The concentration of people in large urban centres is a trend that poses new challenges and increasing pressure on cities, boosted by demographic changes that are also reflected in the way they live. In 2019, it was estimated that 55% of the world's population lived in cities and this figure is expected to rise to 70% by 2050, according to the UN.

Similarly, it is estimated that cities occupy only 3% of the continents' land area but consume between 60-80% of all energy and emit 70% of greenhouse gases, and buildings themselves are among those that have the greatest impact on the climate.

In the EU, buildings are responsible for 40% of energy consumption and 36% of greenhouse gas emissions, which result mainly from construction, use, renovation and demolition*. In addition, the waste generated during the construction and demolition of buildings accounts for around a third of the total waste generated in the European Union.

As the Vicaima Group's product range is aimed at the construction sector, we act with the responsibility of providing the market with solutions that have a reduced impact on the environment, that are accessible to all and that ensure people's safety and well-being, contributing to a more sustainable and inclusive way of living in cities.

In this context, we have acted at various stages of the product's life cycle and have defined future strategies for strengthening and consolidating this path, demonstrating this through the preparation of Life Cycle Analyses (LCA) and the publication of Environmental Product Declarations (EPD).

* Source: EU Data - Energy efficiency in buildings, European Commission, Feb. 2020



“ The growing urbanisation of cities brings with it new challenges for companies operating in the construction sector, encouraging them to adopt clear policies on ESG issues. ”

Nuno Pinho

Innovative Products and Solutions

Contribution to a More Sustainable Building



Our innovation and product development projects take into account customer needs, legal obligations, environmental requirements and sustainable development objectives.

In the process of innovation and development:

- 1 We listen to our customers and try to understand their needs, by analysing the orders received, by studying the specifications in detail or by input from factory visits or professional contacts
- 2 We invest significant time and resources in monitoring regulatory and legal requirements
- 3 We favour the use of sustainable and renewable materials, with wood and wood derivatives being the basic raw material that underpins our products
- 4 We emphasise the longevity and durability of our products while at the same time seeking to reduce the incorporation of materials through optimised design, materials engineering and dimensioning

Innovative Products and Solutions

Contribution to a More Sustainable Building

Product features Doors and Frames



Security and well-being

Tested and certified products that guarantee maximum safety, protection and comfort for users

Portaro® solutions with high fire resistance from 30 to 90 minutes, soundproofing up to 45dB and security with associated anti-intrusion and anti-burglary features



Durability (Doors and accessories)

Tested products including 30 and 60 minute fire doors

Wide range of technical options, functionalities and finishes suited to the site application and durability requirements

Easy maintenance



Mobility and Accessibility

Adapted solutions that include larger doors to facilitate mobility between spaces

Specific glass openings that improve visibility and light inside the spaces

Protection zones for wheeled equipment

Ergonomic and functional accessories



Sustainable Products

Solutions built with natural, renewable and recycled materials

Wood used comes from FSC® certified and/or controlled forests

Products available with FSC® certification



Thermal solutions for better energy efficiency

Portaro® Thermal with excellent levels of thermal transmission coefficient, U-Value of 1.17W/(m².°C)

Improve the building's energy performance by reducing thermal transmittance between rooms with varying temperatures

Various solutions are available that include fire resistance, acoustic insulation and safety, with excellent thermal performance

Innovative Products and Solutions

Contribution to a More Sustainable Building

Product performance and certification



Fire resistance

It includes doors tested and certified by accredited laboratories in Spain, France, England and the United States. The products are certified by external organisations, which attest to their consistent conformity over time through periodic tests and audits of the production process. Products manufactured within the scope of the certification programmes carry a label/plug and stamp attesting to compliance and enabling the traceability of the products manufactured.



Acoustic insulation

We have developed a range of high-performance acoustic doors, based on chipboard interiors and their derivatives. Acoustic tests are carried out in accredited laboratories.



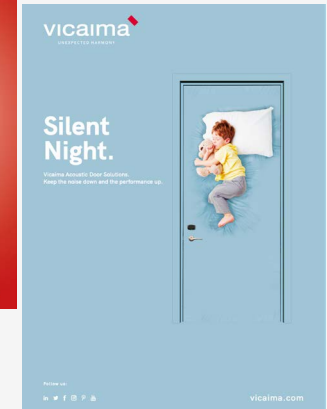
Security

Our security doors combine security with fire resistance of 30 or 60 minutes and sound insulation of up to 45dB. We have doors with Secured By Design (SBD) certification by a third party for the UK market and doors with RC2 certification for the European market.



Thermal insulation

Mindful of the need to reduce energy bills by improving the thermal performance of buildings, we have developed a specific range of products with thermal performance of up to 1.17W/ (m².°C).



Innovative Products and Solutions

Contribution to a More Sustainable Building

Sustainability

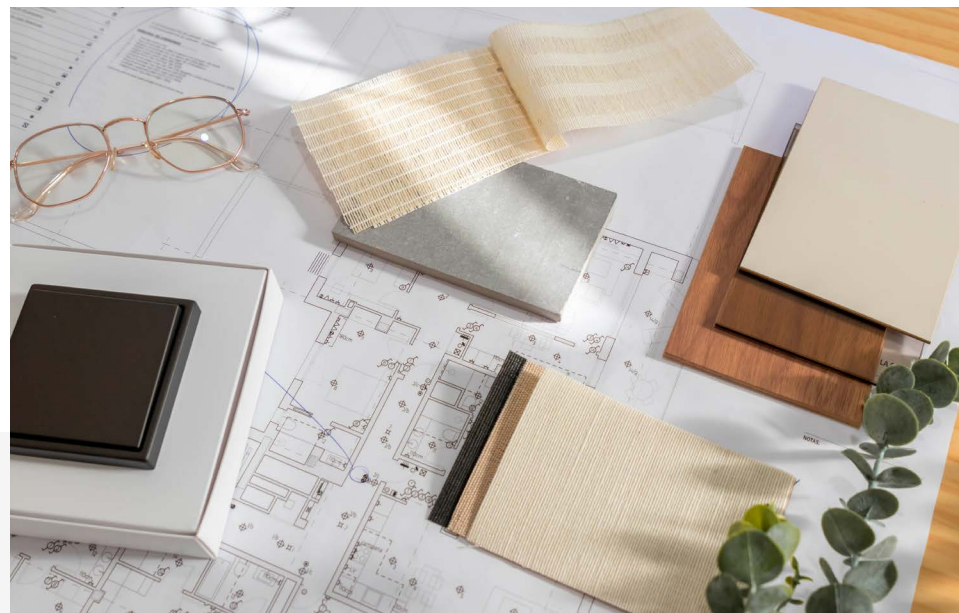
Product development and production

- Preferential selection of renewable and/or recycled raw materials
- Commitment to Industry 4.0 and digitalisation as a way of guaranteeing the optimisation of manufacturing processes and the use of equipment with a lower environmental impact, with emphasis on energy consumption and GHG emissions
- Efficient use of materials and resources, minimising the consumption of virgin raw materials
- Continued promotion of the circular economy
- Certification of Technical Products
- Innovation in fire protection, security, acoustics and thermal solutions for better energy efficiency

Digitalisation

Vicaima BIM objects

- Availability of BIM objects which include interior doors and wardrobes
- Promotes digital information sharing while consuming fewer resources
- Enables a more responsible, safer and sustainable choice
- Monitors all phases of the building, from the project to demolition
- Streamlines the creation and management of construction site data, leading to cost savings
- Boosts efficiency gains in work between project and construction teams and operation and maintenance activities



Environmental certification of buildings

Vicaima contribution

- Responsible purchase of FSC®, PEFC and Controlled wood certified products
- Indoor air quality preserved with wood and wood-based products in accordance with EN13986
- Wooden solutions or solutions incorporating wood, a renewable material that absorbs and stores CO₂
- Product design developed to guarantee the best performance and durability
- Solution of door, frame and accessories in one assembly, easy to apply for building renovation (doorkit and doorsets)
- Continued investment in product certification, both in technical terms and in terms of product sustainability (EPDs and LCAs)

Did you know?

A door measuring 2040x830mm stores 85kg of tCO₂e during 30 years*.

* Source: DAP Vicaima Indústria for the Portaro® Fire and Acoustic solution, EI30 AC41dB

Responsible Business

Vicaima promotes the sustainable and responsible use of natural resources, preserving quality and performance and valuing belonging to the community.



[About Us](#)

[Commitment](#)

[People and Community](#)

[Climate Action](#)

[Sustainable Products](#)

[Responsible Business](#)

Ethics and Compliance

The Vicaima Group approaches the management of its business based on principles of ethics, integrity and inclusion, both in internal relations and in interactions with external stakeholders. This approach is essential to the development of the activities inherent in value chain management at the level of our suppliers, customers, partners and other stakeholders, contributing to better risk management and shared value creation.

Today's society is faced with a number of increasingly complex and wide-ranging challenges, resulting in a growing call for companies to adopt standards of ethical behaviour, thus responding to the growing demands of stakeholders in this area.

Thus, conducting business ethically with our partners for a fairer society is our commitment to the "Responsible Business" dimension.

We believe that companies must assume their share of responsibility for promoting and building a better society, fostering an ethical business culture and conducting their operations and activities in an equally ethical manner. At the same time, we recognise that the risk from lack of integrity and conduct that is less in line with the basic principles of ethics and respect for human rights affects all companies, which can only be mitigated with robust policies and codes of conduct.

To this end, in 2022 the Vicaima Group finalised the revision and drafting of a set of principles that are reflected in various internal policies, codes and regulations, with the aim of ensuring the best conduct in relation to its business.



- Code of Ethics and Conduct**
- Anti-Corruption Policy**
- Purchasing Policy**
- Human Rights Policy**
- Energy, Environment and Biodiversity Policy**
- Company Privacy Policy**
- Employee Privacy Policy**
- Human Resources Policy**
- Consumer Safety Policy**
- Information Security General Policy**
- General Sustainability Policy**



Supplier management

Sustainable supply chain

The supply chain represents a key role in the performance of any organisation and can have a relevant impact on both the business and the environment, which is why the Vicaima Group believes it is essential to guarantee that it is managed in a sustainable and resilient way, particularly for suppliers of raw materials and components.

Our approach to responsible sourcing and our expectations of suppliers are described in the “Code of Ethics and Conduct” as well as in the “Group Purchasing Policy”, which consider the following topics:

- Climate and environment
- Human rights and working conditions
- Health and safety
- Anti-corruption
- Use and storage of information and data

In 2022, the Vicaima Group’s purchases of raw materials and components accounted for 72,1% of the total volume of purchases, slightly more than in the previous year. It should be noted that raw materials and components can either be incorporated into the products produced by the Group or commercialised without any kind of transformation, which is Globaldis’ main activity.

With regard to the origin of raw materials and components, the Group favours purchasing as close as possible, although this is not always feasible due to the volumes available, the technical specifications required or the availability of these materials on the market. In 2022, the Group made 53% of its purchases on the local market, with Portugal and Spain considered neighbouring markets for the purposes of sourcing materials.

The mix of supply markets doesn’t differ much from the previous year, with an increase from 51,3% to 53,4% of purchases made at local markets.



Purchase volume/year

Indicators	2021	2022
Raw materials and components	71,6%	72,1%
Others	28,4%	27,9%

Origin of raw materials and components

Indicators	2021	2022
Portugal and Spain	51,3%	53,4%
Others	48,7%	46,6%

Supplier management

Supplier evaluation



For the purposes of assessing suppliers, we classify them into two categories - direct and indirect suppliers.

Direct suppliers are those who supply raw materials and components that are incorporated into the products we manufacture or that are commercialised without any transformation. In 2022, this category of suppliers was responsible for 72% of the total volume of purchases made by the Group, and is considered the category that deserves the most focus within the scope of the Vicaima Group's sustainability strategy. These suppliers are subject to an annual assessment process as part of the Quality and Environmental Management System of the various companies.

The remaining suppliers are categorised as indirect suppliers, and comprise suppliers of equipment, logistics, IT and other goods and services not directly related to the production or marketing of products.

Since sustainable supplier management is one of the topics in the materiality matrix, and one which is significant to the business, the Vicaima Group, recognising that there is space for improvement in the way it approaches the topic of supplier management, began a project in 2022 to reformulate its purchasing activities, comprising two main phases.

The first was completed in 2022 and was essentially aimed at organisational changes, resulting in the centralisation of the Group's Purchasing services in a shared unit. The second phase, to be carried out in 2023, involves redefining a new supplier evaluation model that is more in line with the Vicaima Group's objectives, principles and policies and that ensures a selection and qualification process based on the suppliers' behaviour and practices, preferentially selecting those that offer the best negotiating conditions and share the Vicaima Group's principles and commitments in ESG matters.

Supplier management

Commitment to suppliers

The Group's "Code of Ethics and Conduct" and "Purchasing Policy" were approved in 2022, so for that year's report we still had no suppliers who had expressed their commitment to the Code and Policy. It is our aim to boost the achievement of this commitment by prioritising suppliers classified as direct.

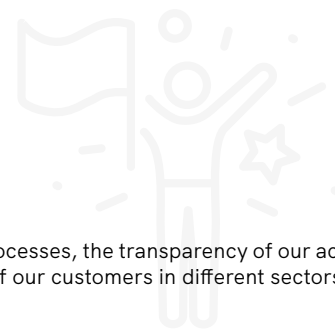
We are committed to our suppliers and business partners:

- Select suppliers based on impartial, fair and transparent criteria, without granting privileges or favouritism. The selection must be made in accordance not only with the commercial conditions and quality of the products or services offered, but also in accordance with their ethical behaviour as perceived by the Vicaima Group.
- Treat suppliers and partners with professionalism, respect and loyalty, honouring the commitments made to them;
- Abstain from abuse of power in negotiations and ensure scrupulous fulfilment of the agreed conditions.
- Respect the confidentiality of information and the intellectual property of Suppliers and Partners, particularly with regard to proposals and quotes.
- Respect and promote the obligations and guidelines imposed by Legislation or Regulations of the European Union or its members, or by any other countries or competent authorities, in particular regarding matters related to international sanctions;
- Promote the adoption of the best environmental and social practices in their activities, and ensure that they comply with the ethical standards established in the Vicaima Group's "Code of Ethics and Conduct" and "Purchasing Policy".



Customer Satisfaction

Commitment to Customer Satisfaction and Safety: The Vicaima Group Policy



At Vicaima Group, customer satisfaction, health and safety are one of our priorities. We work to guarantee the efficiency of our processes, the transparency of our actions and the integrity of our treatment, with the aim of providing top quality products and services that consistently and continuously meet the needs of our customers in different sectors and markets.

Our consumer safety policy is geared towards customer satisfaction. We are committed to:

- 1 Ensuring the provision of services and the sale of products in strict compliance with internal procedures and applicable legal and regulatory standards, including those relating to product liability.
- 2 Respect the rights of customers and the contractual commitments made, both in terms of the quality of the product or service provided and the guarantees defined by law or voluntarily.
- 3 Providing complete, relevant, truthful and accurate information, in accessible language and adapted to needs, responding to requests, doubts and complaints within reasonable timeframes.
- 4 Continuously improving the performance, quality and safety of our solutions, endeavouring to meet and exceed customer expectations.
- 5 Developing products that facilitate the transition to a circular economy and contribute to reducing the carbon footprint.
- 6 Formulate objective, transparent commercial proposals tailored to the customers' needs, providing personalised advice when requested.
- 7 Acting in accordance with the laws and regulations in force in the regions where we operate, providing the authorities with all the co-operation we can.
- 8 To behave appropriately, transparently, honestly and ethically in all our dealings with our customers, in compliance with our Vicaima Group Code of Ethics and Conduct.
- 9 To manage information with the aim of ensuring the protection of its integrity and the confidentiality of our customers' affairs, undertaking not to disclose our customers' personal information without their prior consent, except in cases of legal obligation or in fulfilment of legal or administrative resolutions.
- 10 Maintain active civil liability insurance for damage caused to third parties by the company, related to the products and/or their application, as well as the day-to-day running of the business.

Customer Satisfaction

Customer engagement

The Vicaima Group operates predominantly in the business-to-business (B2B) sector, which makes engaging with customers a crucial component of our business strategy. In this sense, we work in different areas that allow us to better understand our customers' perceptions, expectations and ambitions, while at the same time creating close relationships that consolidate trust and promote open communication between parties.

Carrying out customer satisfaction surveys

With a focus on continuous improvement and to ensure that we meet our customers' needs, customer satisfaction surveys are carried out every two years by the companies Vicaima Indústria, Globaldis and Vicaima Limited. The data collected is reflected in action plans that may have an impact on the various aspects audited, such as the development and improvement of our products, adjustments to production processes and commercial service.

Programme of visits to Vicaima Indústria

As part of our business, we have developed a specific programme of factory visits to encourage direct interaction with our customers. In this way, we share our product expertise, production capacity, technological resources, particularly in terms of Industry 4.0, as well as the brand's ability to develop customised solutions.

Throughout 2022 we welcomed a total of 115 professionals from different continents to our Vale de Cambra plant, including Europe, Asia, Africa and North America. These visits, most of which are made up of multidisciplinary teams, include architects and interior designers, developers, construction professionals, sales representatives and distributors, enabling us to identify needs and trends across the board, both globally and targeted at specific sectors and markets.



Quality and Product Certifications

A culture of quality is a fundamental pillar of the Vicaima Group. Under this premise, and as mentioned above, the companies in the Vicaima Group, with industrial or logistical activity, have a quality management system certified by the international standard ISO 9001 recognised by IQNET (The International Certification Network) and UKAS.

In this context, it should be noted that Vicaima Indústria has implemented internal production control and product testing systems, carried out in its own laboratory, which ensure compliance with the requirements defined by the standards in force. The company offers a wide range of technical products certified and audited by independent laboratories and accredited organisations, which meet the legislative and regulatory requirements of the various countries in which it operates.

Permanent multi-channel communication

We offer our customers a wide variety of communication channels to maintain a close and easily accessible relationship. It should be noted that in 2022 Vicaima Indústria received around 150,000 visitors from all over the world via its website and a total of 1,358 contact requests. Maintaining the growth trend of recent years, these are indicators of success in the sphere of establishing effective and accessible communication with the brand's current and potential customers.

This positive reach is also reflected in our presence on various social media platforms such as LinkedIn, Facebook, Instagram, X formally Twitter, Pinterest and YouTube, which are constantly growing, having reached a total of 63,890 followers in 2022, reflecting our commitment to maintaining open and engaging communication with our followers.

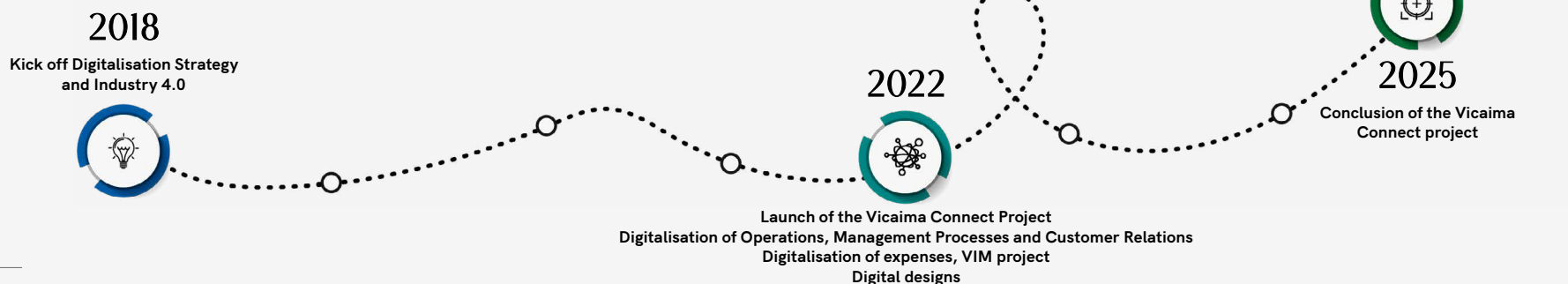
Digitalisation



The digitalisation of processes, automation and the use of digital resources are more than a trend, they are a necessity, as they bring with them various benefits for organisations, including cost savings, increased efficiency and speed, greater productivity and improved service quality. In addition, it has the potential to help reduce CO₂ emissions by cutting down on paper, optimising processes and reducing energy consumption, thus helping in the fight against climate change.

In 2018, the Vicaima Group launched its digitalisation and Industry 4.0 strategy, which was revised and updated at the beginning of 2022, giving rise to the Vicaima Connect digital transformation project, an initiative that is currently underway and covers the 2022-2025 period.

The Vicaima Connect digital transformation project is based on 3 key areas: Operations, Management Processes and Customer Relations, within a perimeter of systems performance and agility, technological investment in terms of computer security of operating and transactional systems, migration to a Cloud environment and cost reduction. An evolutionary process model was also established, comprising 3 levels: Information, Optimisation and Analytics.



Cybersecurity and Data Protection

In view of the growing exposure to cyber threats, boosted by the rise of online commerce, new ways of working, the increasing digitalisation of the economy and artificial intelligence systems, cyberspace and information security is increasingly a pillar of a digital society that aims to be resilient, and is therefore essential to guarantee the integrity of business processes and the protection of personal and corporate data.

Building the future based on the digital empowerment of organisations is an accelerator of development. Doing so, based on the best cybersecurity practices, is a promoter of trust. Only through a high level of cybersecurity maturity in organisations' people, processes and systems will the conditions be met for their digital resilience and subsequent promotion of sustained economic development.

From an operational point of view, situations such as a lack of continuity in IT services or increased response times must be controlled and mitigated. This risk can have major economic, legal or reputational implications.

To this point, the Vicaima Group recognised that it was essential to develop a solid cybersecurity strategy, focused on identifying the vulnerabilities and risks associated with critical assets for business processes and treating and mitigating them accordingly.

The mechanism for developing the strategy adopted also makes it possible to recognise new opportunities, including the revelation of new strengths and weaknesses that are fundamental to the evolution of organisational capacities, namely those that contribute to increasing organisational resilience through cybersecurity.

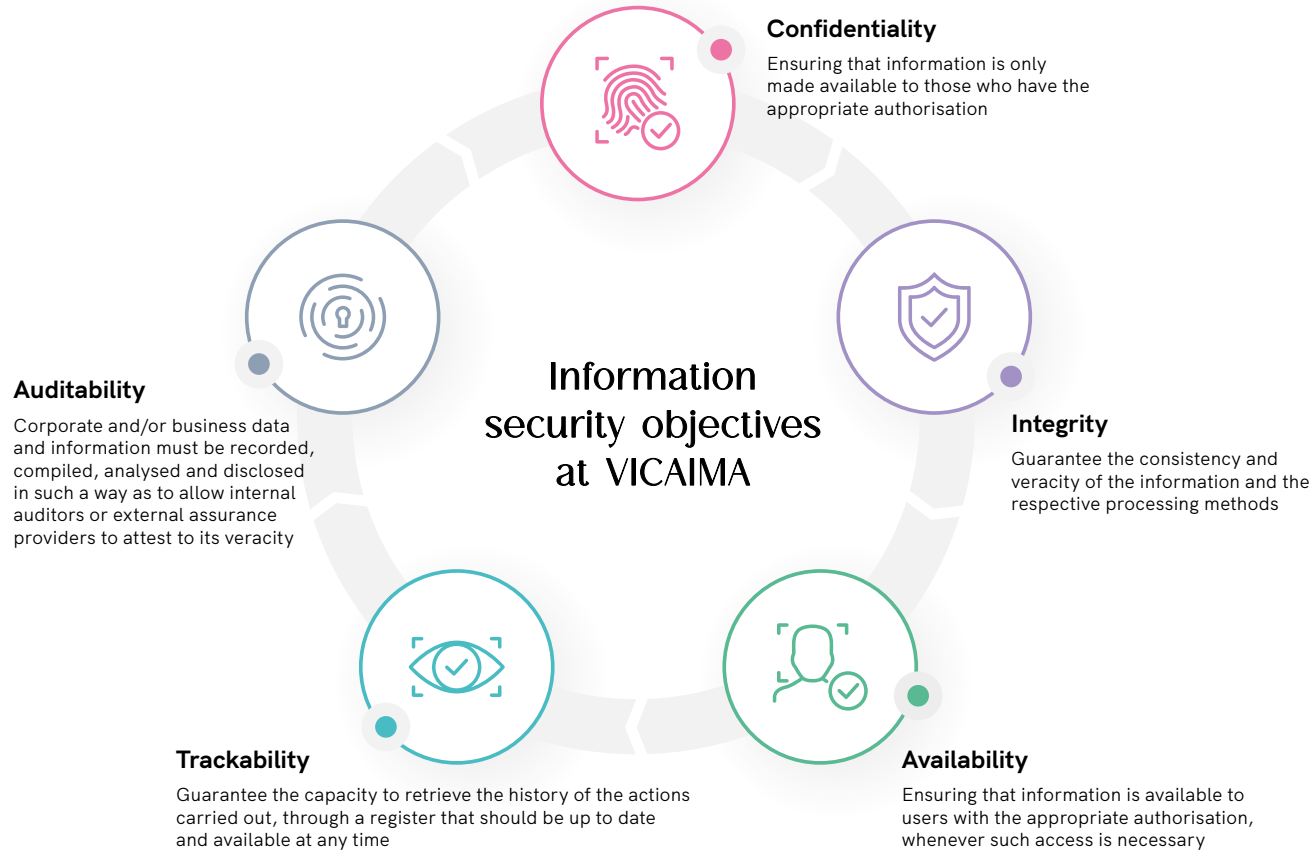
The Vicaima Group has implemented Policies and Procedures in accordance with the information security requirements enshrined in the ISO 27001 standard, including internal and external access control, relations with third parties, business continuity, data protection and the operation of systems with adequate quality levels and adopting best practices.



“ In the current context of globalisation and digitalisation, it is essential to guarantee a clear and continuous information security strategy as a way of mitigating potential risks and ensuring business continuity. ”

Samuel Conceição

Cybersecurity and Data Protection



It is a legal and ethical obligation to guarantee the integrity, availability and confidentiality of the information necessary for the correct pursuit of its business objectives at all times and to any entity with which it has any kind of relationship, namely customers, suppliers and competent official bodies. Similarly, the Vicaima Group considers it essential for the security of its business that all external organisations with which it has dealings comply with the agreed security standards.

Cybersecurity and Data Protection

In the 2022 financial year, the Vicaima Group continued to consolidate the implementation of policies and procedures in line with the requirements of the ISO 27001 standard, strengthening the cybersecurity component and continuing to update policies within the scope of the GDPR, in accordance with Regulation 2016/679, in force since 25 May 2018.

In this context, the Vicaima Group carried out the following activities in 2022:

- Computer system audits, testing access and the infrastructure's resilience to external attacks, identifying vulnerabilities and assessing risks
- Implementation of measures to mitigate or eliminate the vulnerabilities detected in the audits carried out, such as reviewing firewall rules and total infrastructure monitoring
- Internal campaigns to raise awareness and communicate best practices to all employees, either through face-to-face sessions or by triggering regular internal alerts via e-mail and the intranet.
- Investment in improving networks, equipment and software
- Assessments of the impact on the protection of personal data when new situations require it, particularly in new marketing campaigns and new Group businesses
- Actions for the proper management of the Data Processing Centre (DPC), which has guarantees of service continuity, such as contingency plans, redundancy of critical services and communications, the existence of several separate DPCs, automated warning systems against unauthorised mass access to systems, among others.

As a result of the efforts made, during the 2022 financial year no complaints were received regarding privacy violations, either from third parties or from the respective regulatory authorities.



GRI contents index

Declaration of use: The Vicaima Group has reported the information identified in this GRI content index with reference to the GRI Standards, for the period from 1 January to 31 December 2022.

Version used: GRI: Foundation 2021

GRI 2 General Content

GRI Standard	Content	Localisation / Omission	Page
1. The organisation and its reporting practices			
2-1	Organisation Profile	About Us - Organisational Structure	07
2-2	Entities included in the sustainability report	About the report About Us - Organisational Structure	03 07
2-3	Reporting period, frequency and contact point	About the report	03
2-4	Reformulating information	This is the Vicaima Group's first sustainability report	03
2-5	External verification	This report has not been independently reviewed by an external entity	N/A
2. Activity and Collaborators			
2-6	Activities, value chain and other business relationships	About Us - Organisational Structure About Us - Group Highlights About Us - Overview 2022 About Us - Certifications Sustainable and Innovative Products - Life Cycle Sustainable and Innovative Products - A Contribution to More Sustainable Construction Responsible Business - Sustainable supply chain	07 12 13 14 60 80 to 84 87
2-7	Employees	People and Community - Employees	24
2-8	Non-employee workers	About the report Non-consolidated information for the period from 1 January to 31 December 2022	03

GRI contents index

GRI Standard	Content	Localisation / Omission	Page
3. Governance			
2-9	Governance structure and composition	About Us - Governance Structure	10
2-10	Appointment and selection of the highest governance body	About Us - Governance Structure	10
2-11	Chairmanship of the highest governance body	About Us - Governance Structure	10
2-12	Role of the highest governance body in overseeing impact management	About Us - Governance Structure	10
2-13	Allocation of impact management responsibilities	About Us - Governance Structure	10
2-14	Role of the highest governance body in sustainability reporting	About Us - Governance Structure	10
2-15	Conflicts of Interest	About Us - Governance Structure	10
2-16	Communication of critical concerns	About Us - Governance Structure	10
2-17	Collective knowledge of the highest governance body	About Us - Governance Structure	10
2-18	Performance evaluation of the highest governance body	About Us - Governance Structure	10
2-19	Remuneration policies	Information available in the Annual Report and Accounts	N/A
2-20	Process for determining remuneration	Information available in the Annual Report and Accounts	N/A
2-21	Annual total remuneration ratio	About the report Non-consolidated information for the period from 1 January to 31 December 2022	03

GRI contents index

GRI Standard	Content	Localisation / Omission	Page
4. Strategies, Policies and Good Practices			
2-22	Declaration on the sustainable development strategy	Message from the Board	04
2-23	Commitments related to policies	About Us - Governance Structure Our commitment - ESG Framework Responsible business - Ethics and compliance Responsible business - Supplier evaluation	10 18 86 88
2-24	Incorporating commitments	About Us - Governance Structure Our commitment - ESG Framework Responsible business - Ethics and compliance Responsible business - Supplier evaluation	10 18 86 88
2-25	Remediation processes for negative impacts	About Us - Governance Structure Our commitment - ESG Framework	10 18
2-26	Mechanisms for requesting advice or raising concerns	About Us - Governance Structure Responsible business - Ethics and compliance	10 86
2-27	Compliance with laws and regulations	About the report Non-consolidated information for the period from 1 January to 31 December 2022	03
2-28	Participation in associations	People and Community - Employability People and Community - Community and Social Action	28 36
5. Involvement with Stakeholders			
2-29	Approach to stakeholder involvement	About Us - Involvement with Stakeholders	11
2-30	Collective bargaining agreements	About the report Non-consolidated information for the period from 1 January to 31 December 2022	N/A

GRI contents index



GRI 3 Material Topics			
GRI Standard	Content	Localisation / Omission	Page
3-1	Process of defining material topics	Our commitment - Sustainability Strategy - Materiality Matrix	17
3-2	List of material topics	Our commitment - Sustainability Strategy - Materiality Matrix	17
Diversity and Inclusion			
3-3	Management of material topics	People and Community - Employees People and Community - Diversity and Inclusion	24 25
405-1	Diversity in governance bodies and employees	People and Community - Employees People and Community - Diversity and Inclusion About Us - Governance Structure	24 25 10
Career Management and Employability			
3-3	Management of material topics	People and Community - Career Management People and Community - Employability	26 28
Safety, Health and Well-being			
3-3	Management of material topics	People and Community - Safety, Health and Well-being	31 to 35
403-9	Work accidents	People and Community - Safety, Health and Well-being	32
Community and Social Action			
3-3	Management of material topics	People and Community - Community and Social Action	36

GRI contents index

GRI Standard	Content	Localisation / Omission	Page
Energy efficiency			
3-3	Management of material topics	Climate action - Energy Efficiency	38 and 40
302-1	Energy consumption in the organisation	Climate action - Energy Efficiency	39
302-3	Energy intensity	Climate action - Energy Efficiency	39
302-4	Reduction of energy consumption	Climate action - Energy Efficiency	40
GHG emissions			
3-3	Management of material topics	Climate action - GHG emissions	47
305-1	Direct emissions (scope 1) of greenhouse gases (GHG)	Climate action - GHG emissions	47
305-2	Indirect emissions (scope 2) of greenhouse gases (GHG) from energy acquisition	Climate action - GHG emissions	47
305-4	Intensity of greenhouse gas (GHG) emissions	Climate action - GHG emissions	47
305-5	Reducing greenhouse gas (GHG) emissions	Climate action - GHG emissions	48
Water and effluent management			
3-3	Management of material topics	Climate action - Water and effluent management	54 to 56
303-3	Water capture	Climate action - Water and effluent management	54
303-4	Effluent discharge	Climate action - Water and effluent management	55
303-5	Water consumption	Climate action - Water and effluent management	55

GRI contents index

GRI Standard	Content	Localisation / Omission	Page
Circular Economy			
3-3	Management of material topics	Sustainable and Innovative Products - Life Cycle Sustainable and Innovative Products - Circular Economy	60 61
Eficiência dos materiais e recursos			
3-3	Management of material topics	Sustainable and Innovative Products - Material and Resource Efficiency	61 and 62
301-1	Materials used, broken down by weight or volume	Sustainable and Innovative Products - Material and Resource Efficiency	63
Gestão de Resíduos			
3-3	Management of material topics	Sustainable and Innovative Products Waste Management	76
306-3	Waste generated	Sustainable and Innovative Products Waste Management	77
306-4	Waste not destined for final disposal	Sustainable and Innovative Products Waste Management	77
306-5	Waste destined for final disposal	Sustainable and Innovative Products Waste Management	77
Produtos e soluções inovadoras			
3-3	Management of material topics	Sustainable and Innovative Products - Innovative Products and Solutions	80 to 82, 84
Desempenho económico			
3-3	Management of material topics	It is understood that the topic of Economic Performance in the light of the sustainable development agenda is intrinsically linked to the sustained management of the material topics identified in the Materiality Matrix and in this GRI Content Index. Information on the Vicalma Group's financial performance can be found in the Management and Accounts Report.	N/A

GRI contents index

GRI Standard	Content	Localisation / Omission	Page
Ethics and Compliance			
3-3	Management of material topics	Responsible Business - Ethics and compliance	86
Supplier Management			
3-3	Management of material topics	Responsible Business - Supplier Management	87 and 89
204-1	Proportion of expenditure with local suppliers	Responsible Business - Supplier Management	87
Customer Satisfaction			
3-3	Management of material topics	Responsible Business - Customer Satisfaction	90
Digitalisation			
3-3	Management of material topics	Responsible Business - Digitalisation	92
Cybersecurity and Data Protection			
3-3	Management of material topics	Responsible Business - Cybersecurity and Data Protection	93 to 95
418-1	Registered complaints regarding violation of customer privacy	Responsible Business - Cybersecurity and Data Protection	95

Glossary

Abbreviation / Term	Meaning
C	
Circular Economy	System based on the reuse and regeneration of materials or products
E	
ESG (Strategy)	Environmental, Social and Governance
F	
FSC®	Forest Stewardship Council
G	
GHG	Greenhouse Gas (Emissions)
GJ	Gigajoule (Measure of energy consumption)
GRI	Global Reporting Initiative (Standards for sustainability reporting)
I	
IWTP	Industrial Wastewater Treatment Plant

Abbreviation / Term	Meaning
N	
NECP	National Energy and Climate Plan (NECP)
O	
ORC	Organic Rankine Cycle (Conversion of thermal energy into renewable electrical energy)
P	
PEFC	Programme for the Endorsement of Forest Certification
S	
SDGs	Sustainable Development Goals (17 goals as defined by UN 2030 Agenda)
T	
tCO₂e	tonnes (t) of carbon dioxide (CO ₂) equivalent (e)

Follow us on Social Media:



Sustainability Report 2022 - Vicaima Group

vicaima

MADEIRAS SGPS, S.A.