

## **OUR COMMITMENT TO**

## ESG

Based on the terms defined in the Code of Conduct, Costa Duarte is committed to a more inclusive and sustainable future in terms of ESG (Environment, Social and Governance), based on the following principles...



To promote the reduction of the ecological footprint, through sustainable environmental practices in the exercise of its activity, through a more efficient use of all resources



Fully ensure and promote the respect for the values of human life and its dignity, social responsibility, non-discrimination and equal treatment



To maintain a behavior of **institutional responsibility**, contributing to the prestige of the insurance sector, continuously updating internal policies and regulations

COSTA DUARTE - CORRETOR DE SEGUROS, SA NIPC/NIF: 503976555. Capital Social: €123.000,00. Mediador de seguros inscrito em 27-01-2007, no registo da ASF - Autoridade de Supervisão de Seguros e Fundos de Pensões com a categoria de Corretor de Seguros, sob o nº 607084984/3, com autorização para os Ramos Vída e Não Vída, verificavel em www.asf.com.pt. Em caso de litigio o reclamante pode recorrer ao CIMPAS - Centro de Informação, Mediação e Provedoria de Seguros, enquanto Entidade de Resolução Alternativa de Litigios de consumo. Mais informações em www.cimpas.pt







## WE RECOGNIZE THAT THE JOURNEY IS LONG, THERE IS ALWAYS ROOM FOR IMPROVEMENT, BUT WE ASSUME OUR COMMITMENT TO ...

- reduce car and plane travels only when strictly necessary
- the renewal of the motor fleet choosing hybrid cars
- encourage the use of sustainable transport
- to implement a paperless culture
- promote the recycling of materials and the reuse of office furniture
- the rationalization of energy consumption in all offices

- the respect, equal treatment and progression of all employees
- conciliate the work life balance
- a culture of meritocracy and teamwork
- ensure the continuous professional training of the various teams
- support social solidarity or volunteering initiatives
- privilege the choice of suppliers that promote sustainable policies

- the focus on clients' satisfaction, with permanent accuracy and keeping our word as a pillar of our conduct
- promote of ethic, integrity and good faith principles
- act and to cooperate with our partners within a framework of trust and mutual loyalty
- update regularly the internal policies and regulations