

## 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



## 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