

Book of Honour



**TOGETHER
WE CREATE
OPPORTUNITIES
FOR SATISFACTION
AND PROGRESS.**

The Book of Honour

Critical TechWorks isn't just another software company. We are a community of people who dare to think differently; who learn from errors; who are not afraid to talk; who are tolerant of and humble towards each other yet never satisfied with what we have already achieved.

We challenge the status quo!

Our dream is to change the way the world moves, and like anything ambitious, we know that the challenges ahead will be huge, full of successes, but with some setbacks along the way.

It will not be easy, but it will be great!

Success is not an isolated endeavour; it depends greatly on the interactions and collaboration both inside and outside the company. We cannot achieve it without the many entities that help us to fulfilling our mission, from our colleagues at BMW Group and Critical Group to our partners, suppliers, and governmental authorities.

We do not walk alone!

With the help of our colleagues and partners, we commit to creating the most impactful software products in the most spectacular and joyful way. Products that delight their users in a way that adds real value and brings joy to those who build them.

We believe in Joy In Motion!

We align ourselves with high ethical standards and comply with all security industry and government regulations. We regularly oversee the way we work to continually improve our effectiveness and reliability. Each of us should always feel comfortable with being transparent about our motives, learning from mistakes and asking for help when facing a difficult situation.

We don't take shortcuts to success!

We never forget that we are building the company we want to be part of. A company whose values and strengths come from the power of our ideas, from our imagination, and from the results we deliver.

We believe our values are the real measure of our success!

“ we are proud to issue this book of honour. It conveys what guides our daily work and inspires our decisions. It highlights what we honour and what you shall demand from us. We work every day to be worthy of it and earn your respect. Here's to all of you who made this happen! ”

(The board of directors)

J. Vitor
Paulo Guedes
Paulo Guedes
Paulo Guedes



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OUR MISSION

We're changing the way
the world moves.®

OUR SLOGAN

Joy in Motion.®



Our Beliefs

In addition to our mission and values, there are behaviours that should be there always, because without them, everything else is meaningless.

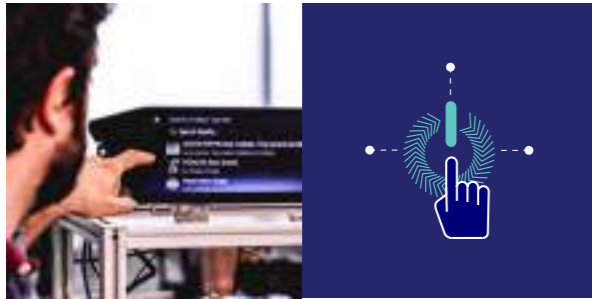
Integrity : Trust : Respect

These words are used by many, taken for granted by some and misused by others, but they are felt most when they are lacking or destroyed.

Get ready for a journey like no other!

Our Values

We value people's autonomy over processes



We trust in our judgement over process. We believe that self-direction is what makes self-organized teams surpass their best.

We care about how we get to the top



We trust that each one of us will show up every day to deliver our very best.

We go above and beyond



We love meaningful ambition and want to change lives for the better.

We leave no one behind



We love diversity; it's the uniqueness of each one of us that makes us strong.

We believe in uncompromised engineering excellence



We expect from ourselves nothing less than excellence.

We believe in Joy in Motion



What we feel after delivering demanding arduous and excellent work together is joy.



Our Principles

We implement the principles of agile software development, use our *freedom* to think, disrupt and transform the way things are done. We strive to create value for the society and the environment. We consider sustainability to be an essential part of our business operations.



→ Marta

Ricardo



What we *fight* for

Human Rights

We are committed to respecting and promoting human rights to ensure that technology plays a positive role across the globe.

1 Non-Discrimination and Equal Opportunities

We ensure equal employment opportunities and prohibit any type of discrimination.

2 No Forced or Compulsory Labour and Non-Human Trafficking

Our employment takes place on a voluntary basis. Therefore, any form of forced, compulsory or illegal labour is repudiated.

3 Freedom of Association and Collective Bargaining

Our people can discuss working conditions openly. They are free to form, join or not to join trade unions and to bargain collectively.

4 No Child Labour

We don't employ people below the minimum legal age. Those over the age of eighteen are provided equally with appropriate working conditions and training, as regulated by the ILO conventions.





→ Vanessa

Maria ←

Diversity Equity and Inclusion

At Critical TechWorks we leave no one behind. This means we are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. We aim to follow the "platinum rule": we encourage you to treat others how they want to be treated (not how you want to be treated).

We recognise we are a company made of people. We also recognise that one single person does not create a diverse environment; only a team, a community or a company has the potential to be diverse. What makes us diverse is the collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities, and talent that our people invest in their work is a significant part of not only our culture but our reputation and company's achievement. Diversity is important because it is what creates the melting pot of creativity, innovation, open mindsets, and growth. At the same time, Diversity is variety; diversity is discomfort; diversity is tolerance; diversity is opportunity; diversity is understanding. Diversity helps us achieve the best solutions by looking at the world through different lenses, focusing on different perspectives, insights, experiences and challenging blind spots. Diversity is the art of thinking independently together.

Our Commitments

We commit to embracing our employees' differences in age, race, national origin, ethnicity, language, culture and belief, family situation or marital status, gender identity or expression, sexual orientation, physical and mental ability, political affiliation, religion, socio-economic status, personal style and training, and other characteristics that make our people unique.

We commit to valuing the attributes, skills, and talents of each person and promoting equal treatment and opportunities, fighting stereotypes and discrimination and fostering a culture of inclusion based on respect for the human being, where people feel they belong. We commit to building a workplace that values our people's uniqueness, which makes each of us authentically original rather than monoliths.

At CTW, we believe that Diversity, Equity, and Inclusion aren't just about creating a diverse environment with equitable processes that people find attractive and inviting. It is about creating a culture where people feel valued for who they are, where they can be their whole selves, and feel safe to share their thoughts and perspectives. And most importantly, it is not only about what CTW is doing for each employee but what each employee is bringing to CTW. As such, we have included in our DEI framework three other concepts: Uniqueness, Authentic Self and Belonging.

The combination of all six concepts (DEI & UAB) working in harmony has an intention of accelerating both individual growth and organisational growth for us – allowing individuals to achieve greater satisfaction, expedited career growth, and have a sense of purpose.





Lara ↙

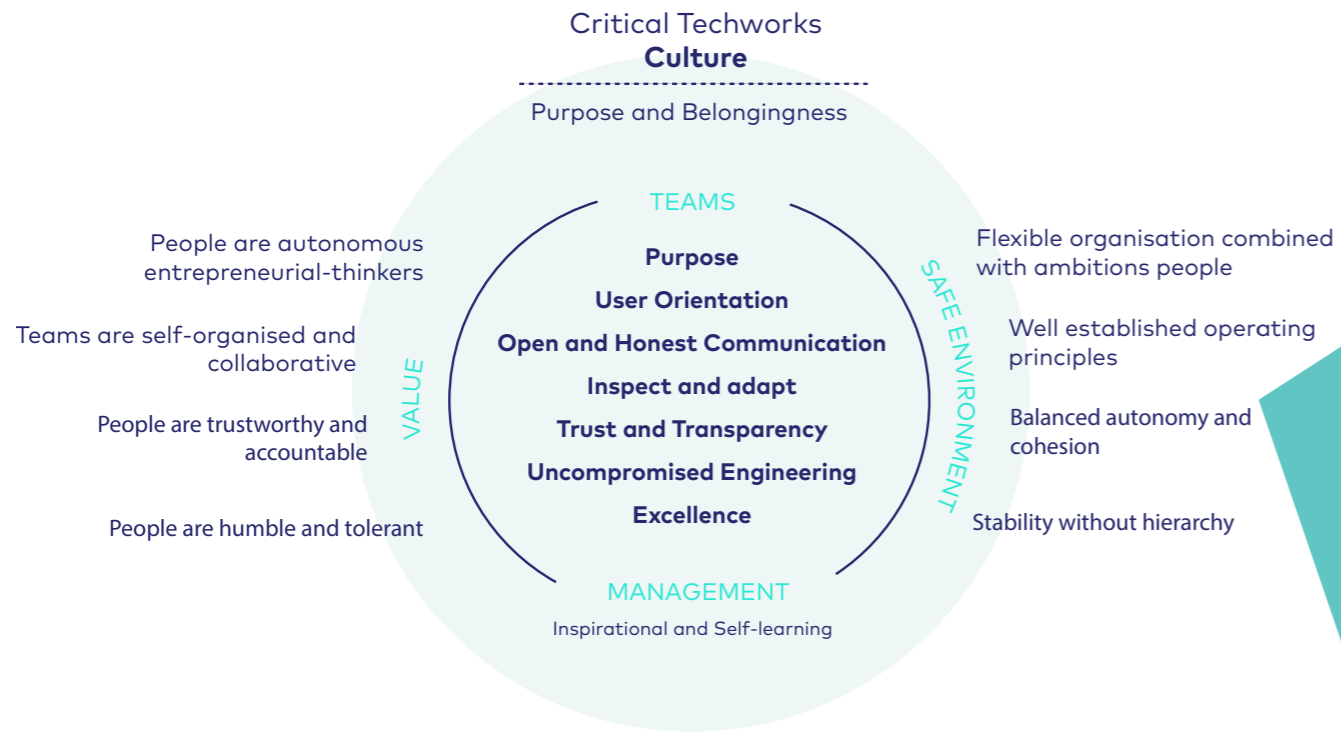
Our Framework

- Diversity**
Diversity is the uniqueness of each one of us that makes us strong – it exists at work when the environment includes a variety of individuals, groups, and/or communities with different social and cultural characteristics, ideas, and experiences. We support each other despite our differences so we can grow together. We believe in authenticity no matter what, no matter who, and no matter where; this is an act of courage and bravery. Freedom of choice and transparency is what make us authentic.
- Equity**
Equity means recognising that we do not all start from the same place and must acknowledge and adjust imbalances. Transparency about this is what helps to build trust. It promotes justice, impartiality, fair treatment, and equal opportunities. The process is ongoing, requiring us to identify and eliminate intentional and unintentional barriers that have prevented the full participation of underrepresented groups. We know we do not walk alone; we fall and rise together, and no one is left behind.
- Inclusion**
Inclusion is the process of creating a working culture and environment that welcomes, respects, appreciates, supports, and values the authentic participation of any individual or group. An inclusive organisation effectively utilises the talents, skills, and perspectives of everyone, getting rid of discrimination and intolerance by removing barriers and creating psychological safety. When we come together to overcome the impossible, the unbelievable, we feel joy.

- Uniqueness**
Embracing the combination of different qualities that make you special and remarkable.
- Authentic Self**
Respecting whom you are at your deepest core based on what you cannot control — your skin colour, disabilities, etc. — while also being true to yourself through your thoughts, words, and actions
- Belonging**
Feeling that you are part of something bigger than yourself and feeling the willingness to bring your authentic self to your work and share your perspectives



Diversity Equity and Inclusion



elvaldino ↖

DiVeRsItY
is Being invited to the party

INclusion
is Being asked to dance

Belonging
is dancing like no one's watching



Scope

All employees of Critical TechWorks have a responsibility to always treat others with dignity and respect. They are expected to exhibit conduct that reflects empathy and inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. Also, everyone is invited to attend and complete annual diversity awareness training to enhance their knowledge to fulfil this responsibility.

Guidelines – Our Initiatives

Our Diversity is an enabler of innovation, attraction, retention, and promotion of talent and diverse skills. It represents added value by making the organisation itself a mirror of the society in which it operates. A culture of Diversity contributes to personal and professional development, the efficiency of Critical TechWorks and the improvement of social and economic conditions.

Critical TechWorks diversity initiatives are applicable to our practices and policies on recruitment and talent discovery; to our people benefits and perks; to the way you can manage your working time as you wish while respecting the needs of your team and project; on our growth and development; on contract terminations and on the ongoing development of a work environment built on the premise of diversity equity that encourages and enforces:

- 1** Respectful communication and diversity training are available for all people.
- 2** Teamwork, autonomy, and participation in our processes permit the representation of all groups and people's perspectives.

- 3** Work/life balance through flexible work schedules to accommodate peoples' varying needs.
- 4** CTW's contributions to the communities we serve, such as the volunteering program to promote a greater understanding and respect for diversity.
- 5** Supporting people's growth and development systematically and continuously developing individual skills beyond the company's needs.
- 6** Cultivation of an organisational culture characterised by understanding and appreciation of talents and individual differences. The creation of conditions for everyone to participate actively in our work environment.
- 7** Review of our processes and ensure that they reflect the diverse skills and needs of all employees and our performance aspirations.
- 8** Investment into the development of leadership skills for everyone.
- 9** Making the contents of these guidelines the subject of internal and external dialogue.
- 10** Promotion of people management practices that support the principles of Diversity and Inclusion with a special focus on equal treatment and opportunities in the recruitment and talent discovery, growth and development, mastery process, and benefits and perks.
- 11** Commitment to complying with all applicable laws related to anti-discrimination, anti-harassment, and anti-retaliation.

Diversity Equity and Inclusion

- 12** Ensure that DE&I-related activities are communicated to our people to enhance involvement and commitment to its principles.
- 13** Having a dedicated D&I representative in our JIM Circle, who works with an internal group of representatives from CTW minorities who examine our unconscious biases.

Our Disciplinary and Grievance Procedures Reporting Misconduct

Any person at CTW who is found to have exhibited any inappropriate conduct or behaviour against others may be subject to disciplinary action.

Employees who believe they have been subjected to any discrimination that conflicts with the company's diversity policy should seek assistance from the Compliance team, a Head of Interactions, or a Hearts/Happiness representative. We also offer an anonymous reporting mechanism for employees who feel uncomfortable speaking about these matters face-to-face. Our Speak Freely channel offers a possibility to alert the company about suspicions of misconduct in confidence.

If you want to report misconduct, please consult the Compliance Book, which explains the anonymous reporting procedure.

In case of any doubts or suggestions, please get in touch with any member of the Purpose Team.





Sustainability

We want to change the way the world moves, assuming our responsibilities towards our people, our society, and our planet. We are committed to having human, ethical, responsible, and transparent conduct both internally and externally.

- People Impact**
We develop and care for people while promoting a diverse and open culture.
- Society impact**
We foster social-economic impact through promoting education across different generations, engaging and reskilling women in tech, and supporting local businesses.
- Planet Impact**
We are focused on reducing our impact on the environment by reducing our carbon emissions, use of renewable energies, raising internal awareness, contributing to materials circularity and cities' sustainable mobility systems.

Social Responsibility

- We are committed to social accountability and making a positive impact on society and local communities. We aim to continue supporting educational programs, such as 42 Porto – a programming school, small businesses, local producers around the office, artists and families.
- We inspire, motivate, and support several underprivileged communities through not only active volunteering but also donations and goods gathering. It is essential for us to have an active and positive impact on society while developing our employees' skills and giving them a higher sense of purpose. Our volunteers have a great desire to make a difference in all different kinds of initiatives: so far, we have contributed to the environment, education, social inclusion, and animal causes. This is how we have a positive take on society and give back to the community.
- **CTW volunteers in Romania**
We not only provide volunteering opportunities in our country but have also allowed our employees to volunteer in Romania, supporting families fleeing the war in Ukraine. The volunteers were at the border in Siret, distributing first necessity products and preparing boxes of goods to be sent to Ukraine. These types of experiences are not only crucial for allowing them to "do good" in a different setting than any of them have experienced before but are essential for their growth as people and agents of change.





→ Ricardo

Environmental Responsibility

Long-term success can only be achieved through sustainable business practices. Environmental law and animal welfare regulations provide binding standards for us in this area.

- ① **Air Quality**
- ② **Energy Consumption and Greenhouse Emissions**
- ③ **Resource Management and Waste Reduction**
- ④ **Water Quality and Consumption**

We continually adopt specific measures to make sure we comply with all environmental standards and protocols. We are changing our fleet to electric vehicles, providing at the same time incentives for their use as well as increasing the number of dedicated charging points and solar panels. We do a regular check on the offices, to guarantee the inexistence of environmental risks or breaches.

Business Ethics

We always follow the best practices of business ethics, and we are focus on doing the right thing no matter how challenging the circumstances!

1 Health and Safety

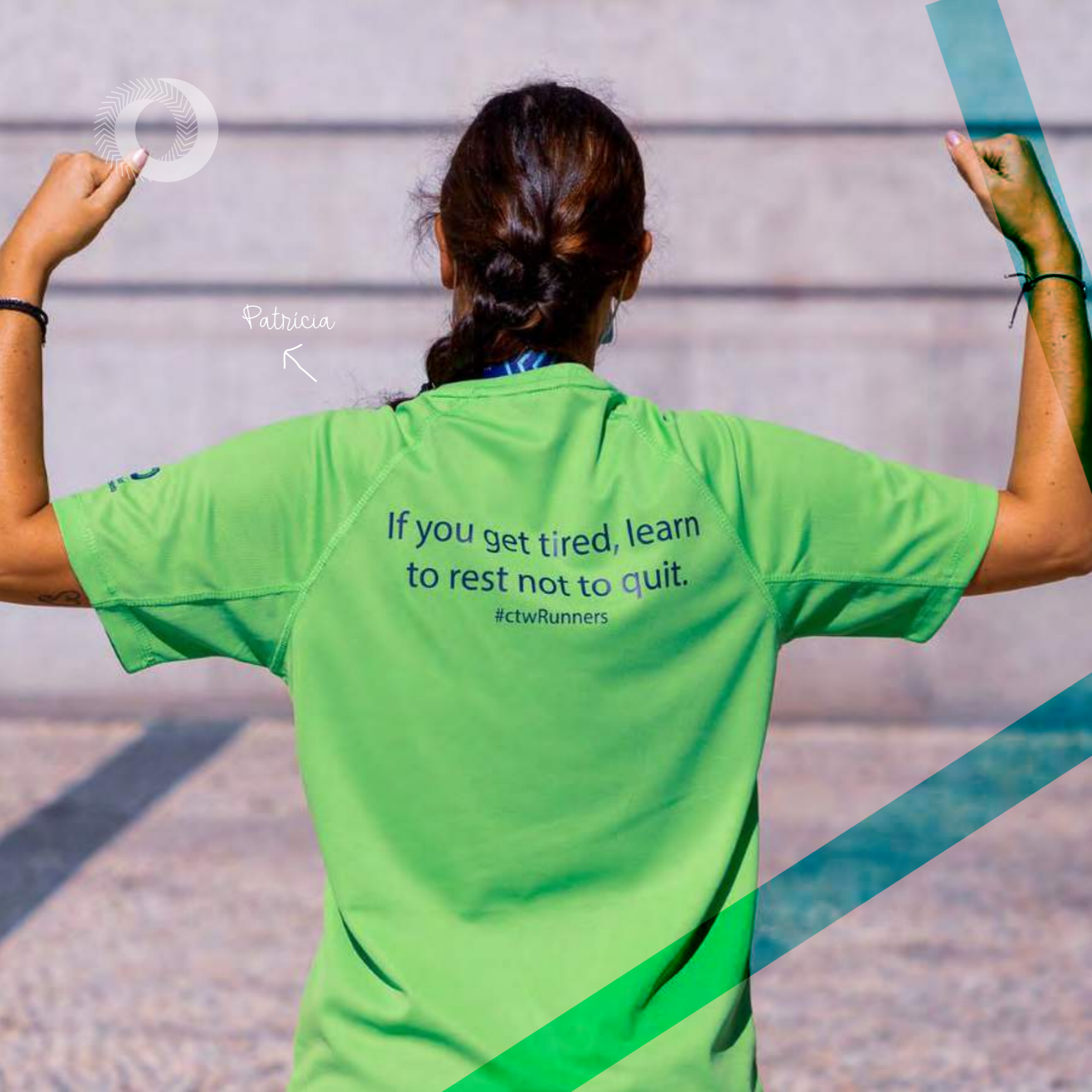
The health and physical integrity of our people, our visitors, everyone that works in or for the company, as well as the protection of the environment are priorities for the company. We provide health insurance and medical support for our people. We care about both the physical and the intellectual well-being of everyone and therefore we promote regular medical appointments and nursing care at our offices. We provide mindfulness sessions on a weekly basis and psychology consultations for whoever is interested.

2 Employees Wages and Benefits

We regularly run independent benchmarks in our market to guarantee our people are fairly compensated. We meet our obligations as taxpayers. We don't take shortcuts when it comes to fiscal and legal aspects and social responsibilities.

We challenge the status quo while providing benefits that are very important for the people that works in our company.





We support parenting, by providing longer leave for our fathers and mothers. Likewise, we care about a better and more educated working world, supporting birth rate increase and child education by supporting our parents with an annual amount per child.

3 Working hours

We respect your work-life balance, and we trust our people to work every day to achieve the best results. We don't have a strict 9-to-6 working day. Everyone can manage their working time while respecting the needs of their team and project. In fact, we go beyond this and actively encourage our people to enjoy their days off and have a break by providing up to 8 extra days of holidays.

4 Fair Competition and Anti-Corruption

Honesty and transparency are our key words when dealing with all our stakeholders. We do not tolerate any kind of fraud, bribery or corruption. We adopt the principles of fair competition and comply with antitrust and fair competition standards whenever conducting business. We stand against any kind of corruption, money laundering and the financing of terrorism.

5 Challenging ourselves in the name of the community

We go the extra mile to give back to the community. We believe it's our responsibility to create a better society for everyone, mainly by supporting communities around education, health, environment, birth rate and other causes.



What can you expect
from *us*

We stand up for what we do

When making decisions, ask yourself: does this build or harm trust and value for our customers?

We continually look for ways to deliver better products, engage our customers, advocate for them and empower them to achieve more. Our customers can expect a dedicated team that works with integrity and commitment.

○ Honour Privacy

We implement procedures to protect our customers' privacy and use their data only in the ways they allow us. We understand and follow international standards related to data privacy.

○ Don't make improper payments

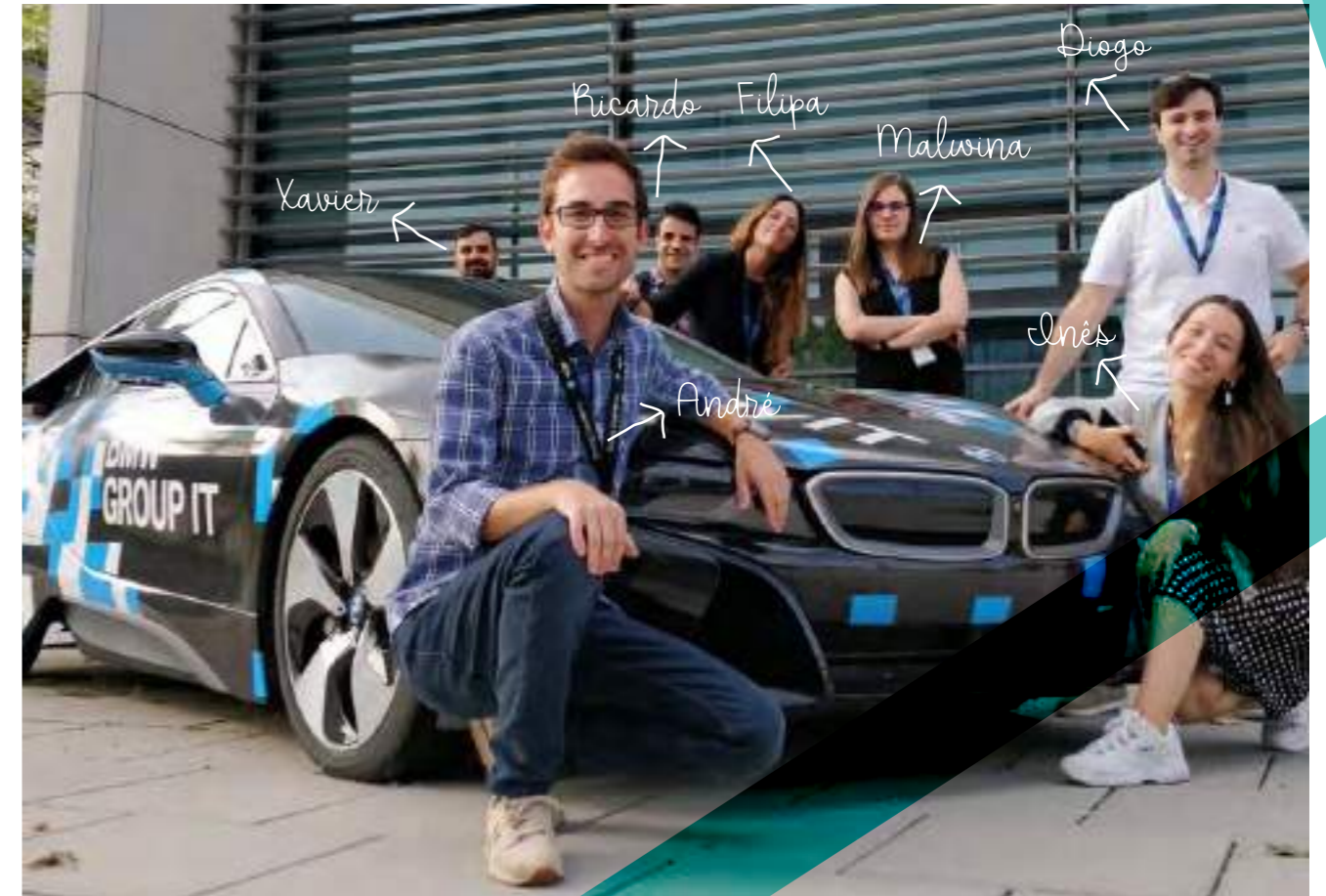
We are truthful and transparent in our interactions with customers, and do not influence their decisions through improper payments.

○ Compete fairly

We love fair competition because it pushes us to provide the best choice of products and services at a fair price. We know there is only one way to win: it's through fair competition.

○ Customer care and satisfaction

We don't just release products. We take care of the products for our customers until they stop using them. We deliver products with quality and comfort, always complying with all safety protocols. We believe that customer satisfaction is not enough: we work to delight, to produce superb experiences and moments of joy.





We stand *up* for Society

When making decisions, ask yourself: does this foster trust and value for society?

Our mission is only achieved if we deliver value to society. Governments, communities, non-profit associations, and the citizens can have every confidence we follow the customs and the laws in the countries where we operate. We respect human rights across the globe.



Respect laws around the world

We respect the laws wherever we do business. It's fundamental for us to build trust and strengthen the communities where we live and work, contributing to a fair society we enjoy being part of.



Design accessible products and services

We prioritize inclusive design in the development of our products and services.

We Stand up for the Society

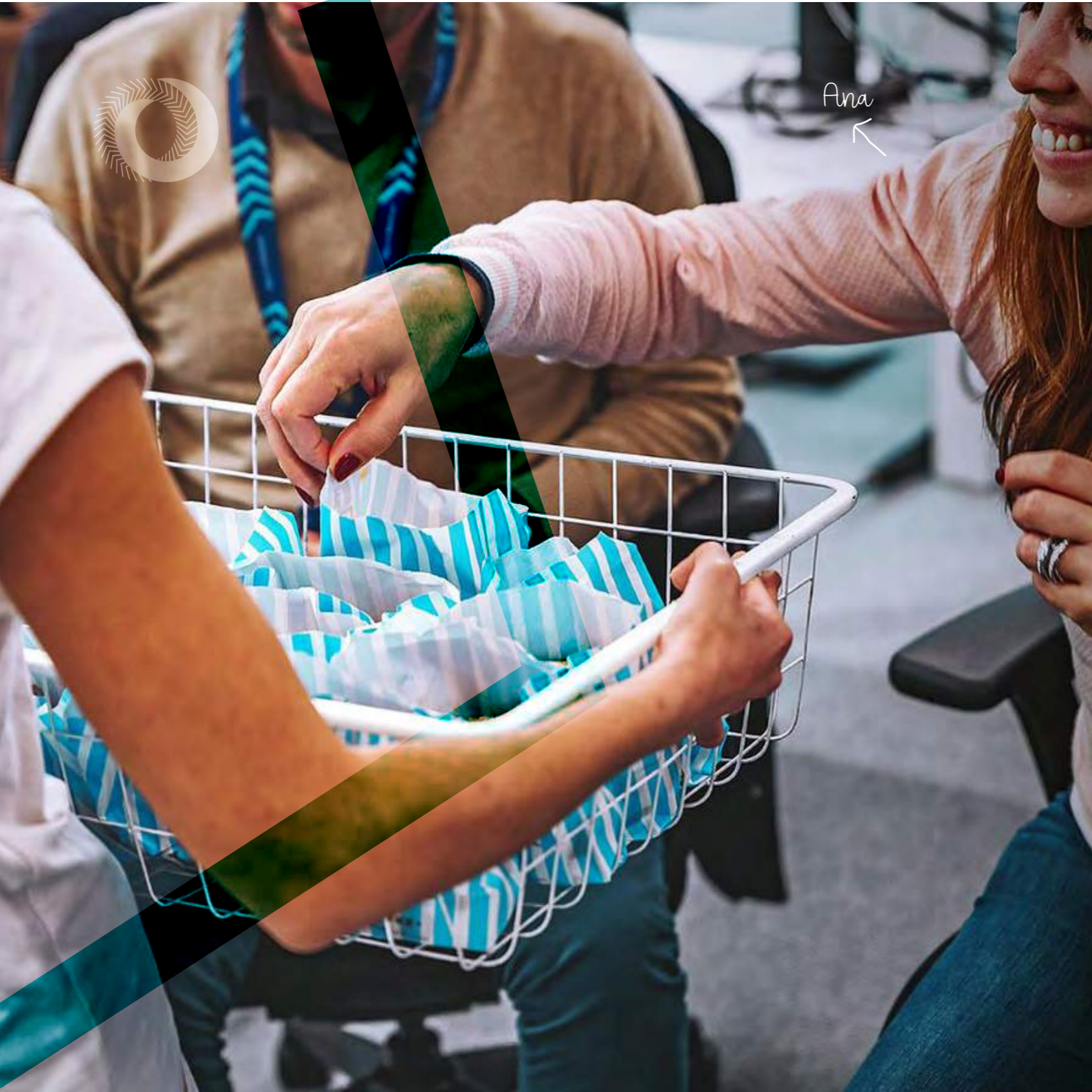
⑨ **Respect and promote human rights**

We are committed to respecting and promoting human rights to ensure that technology plays a positive role across the globe.

⑨ **Non-involvement in politics and partisan neutrality**

We strive to follow a neutral position regarding partisan disputes and do not get involved in political interests, avoiding all kinds of political exposure.





We stand *up* for those who *help* us to deliver value

When making decisions, ask yourself: will this strengthen our long-term working relationship with our suppliers and representatives?

We hold ourselves to high ethical standards, and we expect our representatives, who are the partners, vendors, consultants and other companies who work on our behalf, to meet the standards we set for ourselves. They can expect the same loyal and fair treatment from us. We earn the trust of our representatives when we return value to them and don't ask them to do anything we would not do ourselves.

We stand up for those who help us to deliver value

- ⑨ **Use trustworthy representatives**
We use honest, ethical representatives who commit to doing business ethically when working on our behalf.
- ⑨ **Treat gifts, hospitality and travel responsibly**
We demonstrate sound judgment and moderation when exchanging business courtesies. Giving and receiving gifts, hospitality and travel can build strong working relationships and goodwill between us and those with whom we do business. But gifts, meals or trips that are extravagant or lack transparency or a legitimate purpose may be viewed as bribes or as simply inappropriate. We implement procedures against these practices because they erode trust and transparency.
- ⑨ **Choose suppliers with integrity**
We rely on our supplier relationships for our success. We select the best suppliers for the job, by carefully considering their proven track record, reputation for integrity, and other merits — never based on favouritism.
- ⑨ **Satisfaction Surveys**
We want to know if we meet our suppliers' expectations and therefore ask them to complete a satisfaction survey in order for us to improve in any area needed.





We stand *up* for those who *believe* in us

When making decisions, ask yourself: does this strengthen or harm our reputation with investors and the public?

Our investors must have confidence that we will create value for them in a responsible and thoughtful way. We earn their trust by protecting our assets and information, accurately stating where we are headed as a company and honestly communicating with them and with the public.

- Don't trade on inside information**
We maintain trust with our investors and the public by respecting financial laws, which means we do not trade based on material non public information.
- Keep accurate records and contracts**
Our records are clear, accurate, and complete. We honestly and accurately record and report financial transactions and business information, following applicable laws, regulations, and accounting practices.

We stand up for those who believe in us

⑨ **Communicate accurately to the public**

Our public statements and communications are honest and not misleading. We care about how we communicate and about the content we pass to the public—transparency and honesty are our drivers.

Weekly, we promote an open forum for all our community, "Breakfast Talks", in which everyone can interact directly and openly with the BoD. We are proud of being an open-minded company that strives for complete integrity and moral rectitude in all our actions and attitudes.

⑨ **We care for people**

We support people in difficult moments, assisting them through tough times, and always managing to find a way to actually help in each situation whether due to illness.

⑨ **Protect confidential information and intellectual property**

We protect and respect the business value of information and ideas, whether they belong to us or another company. We lose trust if we disclose confidential information we learn from the companies with whom we do business. Protecting information and ideas, whether our own or those of others, is crucial to the success of our business and builds our reputation as a trustworthy partner.





We stand *up* for each other

When making decisions, ask yourself: does this improve how we work together?

The strongest contributions come from teams who trust each other—those that can be open, honest, and constructive with one another. It takes all of us working together to cultivate an atmosphere of mutual respect, inclusion, and collaboration.



We leave no one behind

We know we do not walk alone; we fall and rise together and no one is left behind, even when someone leaves. We connect, learn and share as humans. We serve each other to accomplish things together and we never give up until they're completed.

We stand up for each other

⑨ **Contribute to a safe and productive workplace**

We promote a work environment that allows and motivates everyone to do their best. A safe workplace inspires trust and allows us all to contribute and succeed. Discrimination, harassment and unsafe working conditions diminish what we can achieve together. That's why we value freedom of speech for every single person, to create a better environment for each one of us, individually and as a team, and to make everyone more comfortable at their workstation.

⑨ **Avoid Conflicts of Interest**

Our decisions are in favour of our customers, our teams, our work and for our company. We avoid conflicts of interest by separating our personal relationships and financial interests from our job responsibilities. If we don't navigate potential conflicts of interest carefully, these situations can impact the decisions we make, erode trust within teams and harm our company's reputation.





Connected Car

We are building the future of the connected car in lots of different ways



Critical TechWorks will be a very significant connected car software department within BMW

Area	Key Capabilities	Key Capabilities	Key Capabilities	Key Capabilities
Intelligence	Event-driven 'Microservices'	Autonomy Management, App and UI/UX	Highly Scalable Services	Highly Scalable Services
Mobile App	Contextual Personalization	Availability	Secure, Web-en	Secure, Web-en
Speech	Logit, SaaS	Provisioning	In-Dashboard Mobility	In-Dashboard Mobility
Remote		Location-Based Services App		
Watch		Provisioning/OTA		
		Regulatory Status, Script		

→ Sochen

How we safeguard your trust

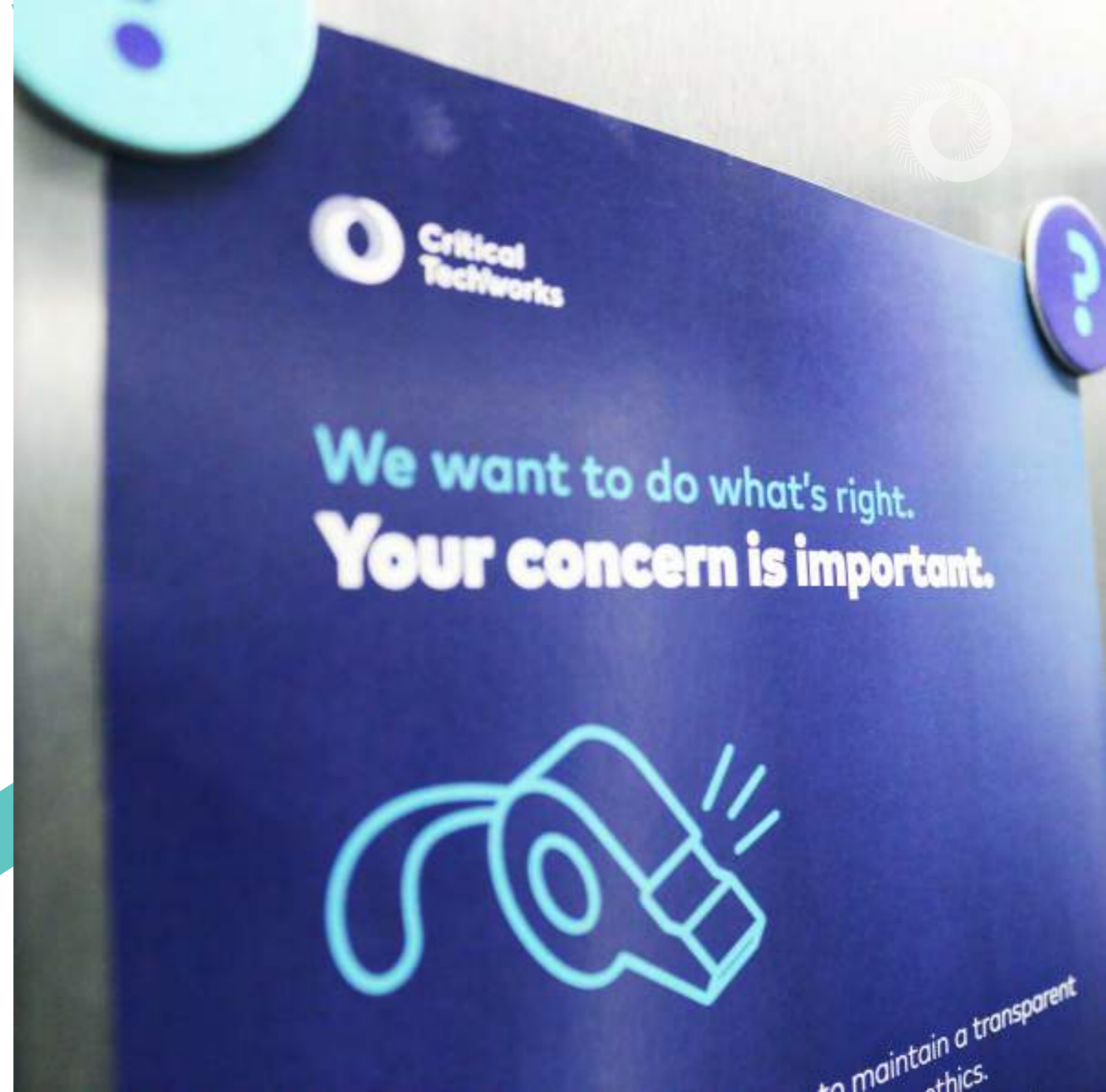
Speak *Freely* Channel

Part of building a culture of trust is learning to speak up when something's not right, so that we can address the problem.

Everyone should speak freely. If necessary anonymously, if something is raising any integrity concerns, even if you're not totally sure that something is effectively wrong, or if you don't have all the details about what has been going on.

With our whistleblowing Speak Freely platform, you can reach us in confidence and trust that we'll treat your reports seriously, fairly and promptly, and if something needs to be addressed, we'll take action immediately.

We understand that you might be uncomfortable, as it takes courage to speak up when something's not right: that is why we do not tolerate retaliation, which will be treated with disciplinary measures.



Conflicts *of* Interest

We believe that healthy connections and relationships between people within the organisation are essential to our success as a company and, most importantly, as human beings. Also, we trust our people. Our people are professional and operate under our values in an ethical, fair, honest and inclusive way.

We don't see that a blood relationship, a marital relationship, or a friendship relation between colleagues is more prone to conflicts than others. All of them are relations between people that we believe will not pervert the professionalism we all have and what we want to us as a community.

We expect people with any type of relationship to act in a professional manner at every moment, when they are at the company, during working hours, and also when representing the organisation. That means behaving in a discrete way, acting according to the company's principles and reflecting our values. If someone acts otherwise, disciplinary sanctions may arise since such behaviours won't be tolerated.

Nevertheless, the organisation implements several procedures and mechanisms with four-eyes approaches (even more in some situations) when a relevant decision is made to ensure fairness and inclusiveness are always guaranteed.

If a person or entity feels not being treated fairly and inclusively, one should use the speak freely channel to express the situation in a confidential manner.





Sara
↙

Informed *People*

We have open channels to share news, results, and any other subjects that are relevant to our people.

We value an information sharing culture, in the most transparent way, with our customers, between our people inside the organization, our partners, public institutions and governments.

We encourage people to speak for themselves, to give conferences and participate by any other means so that they can share their experience with us.

The information we put on our website is constantly being updated and monitored not only by our internal mechanisms that always follow up and keep our policies and procedures up to date, but also by external entities that continually audit us in order to grant the certifications we need to provide the best service we can.

Internal Awareness

Our Book of Honour, its ethics and compliance program are endorsed by and have the full support of our Shareholders and Board of Directors. The BoD is responsible for overseeing the compliance with these principles and standards always putting the tone at the top!

This book applies to all of us, with no exception, including those from partners that work with us helping to deliver products and services.

This book really matters to us. Violation of these standards may result in disciplinary action, up to and including termination of employment.



Revision History			
Version	Date	Description	Author/Reviewer
1.0	Aug 2021	First approved version.	Rui Cordeiro, Paulo Guedes, Jochen Kirschbaum, Fátima Silva
2.0	Aug 2022	Updated version.	Several contributors.
3.0	Dec 2022	Update of the chapter "Diversity, Equity and Inclusion". Introduction of a new chapter "Conflicts of Interest".	Several contributors.

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Classification level	Public
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