

Management Policy

JP Sá Couto, SA wants to be a global reference in delivering the best solutions to our customers, delivering solutions that meet their needs, building close and trusting relationships with all interested parties, through the commitment and professionalism of all. It is a very strong bet and in which the Administration is obliged to commit all its forces.

In this context, JP Sá Couto, SA undertakes to:

- Promote true **customer orientation** by perseveringly pursuing what our customers value, continually improving their satisfaction.
- Promote an organizational culture that encourages the **motivation and effective involvement of all our employees**, sharing the vision of a transparent management system and promoting communication.
- **To be a trustworthy company**, that honours commitments, that uses the right means to achieve the ends, and that is concerned with the environment and people - with our employees, but also with the members of the communities where we operate - respecting the law, the privacy of people and entities, as well as the confidentiality and integrity of information, providing true, rigorous, objective and clear information, avoiding conflict of interest.
- **Make our ethical action**, more than an ideal, **a continuous process**, which requires that our practices are always consistent with words.
- **Work as a team with our strategic partners**, in order to act as one in the search for the best solutions.
- **Eliminate the superfluous and reinforce what is strategic, adopting clear processes and procedures** for rigorous execution and control, and carrying out periodic reviews of its processes, objectives and goals.
- **Promote and protect the health and safety of our employees**, by adopting measures that identify the dangers and minimize the risks, creating a safe and healthy environment and conditions for consultation and participation, ensuring the availability of the appropriate means for its implementation.
- **Protect the environment** through the prevention and minimization of negative environmental impacts with the rational use of natural resources, in the various fields of its activity, products and services, and thus contribute to the sustainable development of the company.
- Continue to promote the **Company's social intervention**, seeking to positively impact the lives of all those with whom we relate, through a socially responsible and active attitude.
- **Continuously improve the effectiveness of our Management System**, strictly complying with the applicable legal, regulatory and normative requirements, anticipating and overcoming failures and errors, towards the excellence of the quality of services provided by us.

JP Sá Couto, SA with the support of all, and we refer to our employees, our customers and our partners, is committed to ensuring continuous improvement in order to continue to build a future of trust for all.

 16/11/2020
(The Administration)