

## Management Policy

Wishing to become a key global solution provider, JP Sá Couto, SA spares no effort to develop solutions aimed at meeting customer needs, build strong relationships with its stakeholders, based on proximity and trust, and focus on commitment and professionalism. As such, the company Management does its utmost to achieve these major goals.

In this sense, JP Sá Couto, SA seeks to:

- Become a truly **customer-oriented company**, by tirelessly focusing on what is important to its customers and ensuring customer satisfaction at all times.
- Build a company culture focused on ensuring **employee motivation and engagement**, by implementing a transparent management system and encouraging communication.
- **Become a trusted company** that honours its commitments, uses the right means to achieve its ends, values its people – not only its employees, but also the members of the communities where it operates – and respects the law and the privacy of individuals and entities, as well as data confidentiality and integrity, by providing truthful, rigorous, objective, clear information and avoiding conflicts of interest.
- **Always act ethically**, not only as an ideal but as a **continuous process** whereby practices are always consistent with the principles adopted.
- **Work with strategic partners as a team**, acting as one to seek the best solutions.
- **Eliminate what is superfluous and focus on strategic issues**, by adopting **clear processes and procedures** that ensure rigorous execution and control, as well as review processes, goals and targets on a regular basis.
- Promote and **protect employee health and safety**, by implementing risk minimisation measures, creating the necessary conditions to ensuring employee engagement and participation, and providing all required means and resources to achieving these goals.
- Promote the rational use of natural resources within the scope of the various company activities, with a view to preventing and **minimising negative environmental impacts** and ensuring sustainable development.
- Continue promoting **social responsibility** and improving the lives of all people with whom we interact, through a socially responsible, proactive attitude.
- **Ensure the continuous improvement of the Company's Management System**, by strictly complying with applicable law, standards and regulations, and anticipating and overcoming failures and errors, in order to achieve excellence and ensure the quality of all services provided.

With the help and support of all, namely our employees, customers and business partners, JP Sá Couto, SA commits to ensuring continuous improvement, for the ultimate purpose of continuing to build trust and a better future for all.

 10/04/2017

(The Management)