

# Quality Policy

Since it opened, one of the priorities of FIAÇÃO DA GRAÇA has been total customer satisfaction, with the following aims in mind:

**F**ocusing the organisation's maximum commitment on customer loyalty;

**I**nspiring all staff to increasingly develop and improve their professional skills and performance, contributing to continuous improvement in products and services;

**A**ll brought together in a genuine company culture in order to continuously improve Quality;

**C**ommunicating constructively and involving all stakeholders in the Quality Policy;

**A**dding systematically to financial sustainability without taking away from the company's social responsibility;

**O**perationalising all company processes and making best practices systematic, ensuring good information and data communication for efficient management of the organisation;

**D**efending ethical and sustainable principles and behaviour and being effectively committed to the environment and social responsibility;

**A**chieving quality and productivity indices capable of inspiring customer loyalty and boosting sales and GVA;

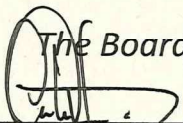
**G**uaranteeing compliance with all legal requirements and obligations associated with the company's business;

**R**educing waste and costs significantly and continually and maximising the ability to create value;

**A**dding to the supply capacity for products and services sustainably and with the maximum quality and efficiency, ensuring that they can be reproduced and that customer satisfaction and loyalty goals will be fully met;

**C**onnecting resources that stimulate the personal and professional development of its staff, boosting their involvement in the pursuit of the company's goals, particularly in terms of quality, the environment and safety at work;

**A**ugmenting the search for excellence, innovation and continuous improvement.

  
The Board

Date: 05/09/2022