

Quality Policy

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

Focusing the organisation's maximum commitment on customer loyalty;

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

All brought together in a genuine company culture in order to continuously improve Quality;

Communicating constructively and involving all stakeholders in the Quality Policy;

Adding systematically to financial sustainability without taking away from the company's social responsibility;

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

Defending ethical and sustainable principles and behaviour and being effectively committed to the environment and social responsibility;

Achieving quality and productivity indices capable of inspiring customer loyalty and boosting sales and GVA;

Guaranteeing compliance with all legal requirements and obligations associated with the company's business;

Reducing waste and costs significantly and continually and maximising the ability to create value;

Adding 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;

Connecting 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;

Augmenting the search for excellence, innovation and continuous improvement.

The Board

Date: 04/09/2025