

## Quality, Environment and Safety Policy

Based on its Purpose, Vision, Mission and Values and aware of the impact of its activities, products and services on society, Quilaban is **committed to continuous improvement of the system, quality and its processes, environmental performance**, as well as **people's safety**, thereby contributing to sustainable organisational development.

To this end, **Quilaban undertakes to:**

- **Comply with the requirements of applicable legislation** and ensure **compliance with Good Distribution Practices** and **Quality, Environmental and Safety Management** in accordance with ISO 9001, ISO 14001 and ISO 45001, respectively;
- **Create partnership relationships with its Suppliers, Representatives and Subcontractors**, through their continuous selection and evaluation, in order to meet the needs of expanding the product range, market demands, commitment to good environmental practices, sustainability and safety;
- **To value its employees, along with those who work on behalf of the organisation**, providing them with an increase in their skills through continuous training, and making them aware of their individual and collective duties in terms of safety, environmental protection and the improvement of processes, products and services;
- **To promote customer satisfaction** by providing them with products and services that meet their expectations, establishing relationships of trust and transparency, along with increasing their awareness of the quality, consistency, as well as the social and environmental impact of our practices;
- **Protecting the environment** by reducing pollution, using energy efficiently and minimising the consumption of resources, reducing the production of waste and other environmental impacts of its activity, as well as managing its business in a sustainable way;
- **Ensuring safe and healthy working conditions for its employees and all those involved in its activity**, by applying best practices and strategies for eliminating hazards and reducing risks, prevention of injuries and health problems, as well as through the consultation and participation of employees and their representatives regarding their needs and satisfaction.

Best regards,

Dr. João Cordeiro  
Chairman