

INTEGRATED POLICY



DC.001-1

GRUPEL, a company dedicated to the energy sector, promotes its permanent adaptation to constant changes and market demands, and the anticipation of possible trends of evolution, which requires the necessary involvement and participation of all our employees - all contribute to the fundamental objective of the company: to continuously ensure the effectiveness of our Integrated Quality and Environment Management System and consequently its products and services, as well as meeting the needs and expectations of our customers, considering the environmental impact of our activities and compliance with all legal, regulatory and other requirements.

Grupel develops strategies and behaviors that allow to ensure the production of goods and services that meet the requirements of customers and that meet their expectations, with the objective of their satisfaction and consequent loyalty. To this end, GRUPEL's management defined and approved the following principles of action for the entire company, based on ISO 9001:2015 and ISO 14001:2015, committing to:

- Know, analyze and adapt the company to the needs, expectations and requirements of our customers, ensuring their total satisfaction in competitive products and services, allowing their loyalty and consolidation of the company's image in the market.
- Protect the environment through responsible use of resources, pollution prevention and promotion of recycling, preserving biodiversity and ecosystems.
- Identify, assess and control the environmental aspects arising from its activity, products and services, while also considering those that it can control and influence stakeholders from a life-cycle perspective;
- Stimulate openness, creativity, training, responsibility and organizational ethics, enhancing the good image of the company.
- Stimulate teamwork and promote the involvement of all, ensuring quality and environmental requirements, with suppliers and other stakeholders, monitoring customer satisfaction, promoting and boosting partnership relationships.
- Manufacture products and provide services in accordance with the internal procedures established, the contractual requirements assumed and compliance obligations arising from applicable legislation and regulations, continuously ensuring their assessment of compliance and correction of identified deviations.
- To obey the procedures established in the Integrated System, complying with the obligations set out in the Noise Directive 2000/14/EC, Annex VIII, in order to be able to guarantee and declare that their equipment complies with the established noise emission limits, thus being able to affix the appropriate markings on their equipment.
- Assume proactively an attitude of continuous improvement of the Integrated Management System, oriented to the improvement of its environmental performance.
- Count on the permanent effort and involvement of suppliers to ensure the satisfaction of the needs of our customers.
- Improve the profitability of the company and promote cost reduction.

Grupel's Management assumes as its duty and responsibility the promotion and maintenance of this Policy, informing all levels of the company and making it available to all interested parties.

CEO GRUPEL | Marco Santos

124

Soza, 26th of June 2022