



PT's Integrated Policy on Quality, Environment, Occupational Safety and Health, and Social Responsibility

PT is committed to promoting in an integrated way:

1. A pro-active leadership that inspires the path to excellence in all activities, aiming at customer satisfaction, sustainable development and human resource valorization;
2. The strengthening of a customer-oriented quality culture that aims to understand and fulfil / exceed the customer's present and future needs and expectations and ensures, when planning new activities and new products and services, the safeguard of the quality, environment protection, and occupational health and safety values, aiming at a "zero accidents" goal, based on the development of a mutual perception of the importance of prevention and effectiveness of risk control measures;
3. The continuous improvement of service delivery, by acting on the structures of the organisation responsible for its reliability, capacity of response, security, empathy and support infrastructures, as well as on environmental promotion, with emphasis on the adoption of practices of prevention and pollution reduction, optimisation of available resources, and on occupational health and safety conditions;
4. The strict compliance with all relevant legislative and regulatory provisions in terms of products, services, environment, occupational safety and health, and social responsibility contributing in this way to the sustainable development of labour conditions, environment protection and competitiveness;
5. The definition, operation and control of its processes, organized as an Integrated Management System, consistent with customer and society's expectations, with the minimisation of environmental impacts and systematic risk control for people and company assets;
6. The availability of the necessary resources to continuously exceed customer satisfaction, and to promote a high social responsibility sense at all company levels, namely in terms of environment and the achievement of excellence patterns in occupational health and safety, ensuring the committed involvement, accuracy, ethics and professionalism of its employees through policies of recognition, incentives and training, leveraging their skills and abilities;
7. The disclosure of its commitments in terms of quality, environment, occupational health and safety, and social responsibility, in an open and responsible way at all levels of the company to all suppliers and employees, official entities, interested parties and the public at large;
8. Mutual benefit relations with suppliers ensuring their commitment to the quality of products and services delivered, their social performance, namely in terms of environment, and their guarantee of suitable safety and health conditions to all employees when executing their work, both at the company's premises or outside;
9. Recurrent Top Management assessment and adjustment of this policy and strategic goals of quality, environment, occupational health and safety, and social responsibility, bearing in mind the performance of the Integrated.