



# QUALITY, HEALTH AND SAFETY AND ENVIRONMENTAL MANAGEMENT MANUAL

## ANNEX II – Quality Policy

### QUALITY POLICY

SMM, identifies, defines, assures and puts into practice the objectives of Quality Policy in accordance with the statements of this Manual. The Company rule is the involvement of all employees in order to meet the goals and objectives it sets itself in strategic terms.

SMM is a Company focused on the total satisfaction of Customers' needs and expectations. In order to meet this objective we manage our performance, in a continuous way, according to the following guiding principles:

- Customers define Quality. The understanding and satisfaction of our Customers needs and expectations are the primordial responsibility of all SMM's employees.
- All our commitments, attitudes and services shall be recognized as an expression of Quality. So, we look to anticipate the problems instead of detecting and correcting them after their occurrence, in an attitude of continuous and sustained improvement of our work procedures;
- The accomplishment of these Quality Objectives and, therefore, the achievement of our main objective of continuing to operate as a competitive and successful Company, shall be determined by our resources, by our organization, by our dedication to our work and overall by our attitude before Quality.

The Board of Directors is responsible to assure that Quality Policy is understood, spread, implemented and kept at all levels in the organization.

Paço de Arcos, 7th September, 2012

The Administration