

**VISION**

We are a reference on waterproof membranes as well as on thermal and acoustic insulation.

Our global teams have technical knowledge, innovation capacity and outstanding service in benefit of our Clients.

We are a reliable partner all over the world.

Committed persons are the key for our success.

We put our efforts daily to achieve the excellence, fulfilling our commitments within deadlines, costs and in full compliance for the Safety and Environmental requirements.

**MISSION**

- We assure our Clients satisfaction, considering them as partners;
- We listen our Clients, understand their needs and we act with flexibility to reach their expectations;
- We are committed to achieve sustainable profitability by being efficient in everything we do;
- We anticipate the new market needs and adapt dynamically;
- We are continuously improving production, our product portfolio and our worldwide sales network;
- We value our employees;
- We protect them with the highest safety standards, guiding them with clear objectives and supporting them with training and personal development;
- We give emphasis on reducing environmental impacts;
- We consider zero accidents as a reflection of success and competence;
- We achieved our leadership position as a Group with clear vision, mission, values and objectives.

**VALUES****COSTUMER ORIENTATION**

We cooperate proactively with our costumers.

We respond promptly to their requests with a solution geared to their needs, problems and measuring their satisfaction.

**PARTENERSHIP**

We act with respect, empathy and equity. We collaborate with our partners and colleagues, strive to find solutions together and mutually respect each other.

**COMPETENCE**

We are specialists in our business. We expand our skills and experience, embrace and drive change and share our knowledge.

**INNOVATION**

We are continually developing and improving. We encourage fresh and promising ideas and implement the highest quality and safety standards.

**ENTREPRENEURSHIP**

Our performance is result oriented. We assume responsibility and lead by example. We define and commit ourselves to clear objectives. We are committed to present the best market solutions.

**MANAGEMENT POLICY SOPREMA, SA**

We aim to contribute to the Company improvement, respecting the Vision, Mission and Values, through the design (investigation and development), production and after-sales service of waterproofing bituminous membranes and thermal insulation, as well as the commercialization and after-sales service of waterproofing membranes of synthetic bases, liquid waterproofing, thermal insulation, geotextiles, drainage, asphalt and auxiliary products for construction.

With technical competence, value and high levels of product and service, under competitive conditions, we ensure the continued satisfaction of Clients, Employees, Partners and Shareholders.

With a view to sustainability, the SOPREMA, SA Site Manager undertakes in pursuit of measures to ensure the application and continuous improvement of the Management System implemented at Alpiarça facilities, in accordance with the NP EN ISO 9001: 2015 standard.

To the satisfaction of this commitment and sustainability of the business, the management provides resources which contribute to:

- Improving the competitiveness of the Organization;
- Providing Customers with products and services that match their requirements;
- Compliance with applicable legal requirements, and others;
- The adoption of a strategy to prevent pollution and non-existence of work related accidents and incidents.

This Policy is applicable on the industrial plant:

- SOPREMA, SA
- Zona Industrial Alpiarça, Rua A, Lt. 4B
- 2090-242, Alpiarça - Portugal

This Policy is communicated to all persons working under the control of SOPREMA, SA and made available to relevant parties, as appropriate.

Alpiarça, February 20<sup>th</sup> 2019



Gilberto Alves  
(Site Manager)

**SOPREMA**  
GROUP

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