

Integrated Management System Policy

The **Integrated Management System policy** implemented in **Sildoor** reflects the commitment of the Board to the **IMS**, which is rooted in the principles which we will refer to:

- Continuously increasing customer's satisfaction levels, establishing a strong business relationship with them, ensuring simultaneously a constant feedback about their current needs, future expectations and consequent satisfaction levels;
- Keep a close partnership with customers, employees, suppliers and other stakeholders, establishing for this purpose goals and objectives in order to sustainably improve the use of available resources;
- Continuously improve the integrated management system, focusing on product component, service and environmental resources optimization;
- Continuous improvement of processes effectiveness , in order to increase their profitability, providing all existing resources, should they be material, human or natural;
- Contribute to the minimization of environmental impacts, controlling all aspects inherent to the activity, products and services of the company;
- Ensure compliance with all legal requirements applicable to the company's activities, from the perspective of human resource management, as well as the prevention of Environmental pollution;
- Strengthen the prevention and surveillance of economic and social impacts, as well as the risks and impacts resulting from activities, products or services of the company;
- Communicate openly and transparently to employees, customers, suppliers and other stakeholders the Integrated Management System evolution performance.

With the implementation of the **IMS Policy**, the Board intends to consolidate the image of **SILDOOR** in the general market, as well as contribute actively and continuously on the Improvement of Environment and welfare of all partners, these purposes are reflected in the Quality of its products and services.

This entire process is only possible with a strong motivation, commitment and dedication of all employees, being fundamental to praise the healthy team spirit and cooperation in the company!