

# Quality Policy

## Context

Galp, as an integrated energy operator, present in various countries and markets, from exploration to the final consumer, takes on the challenge of being the best partner for its stakeholders, acting towards continuous improvement of the performance of its processes, products and services.

## Company's Position

Galp is committed to:

- Establish, implement, maintain and improve a Quality Management System aligned to best practice as defined in ISO 9001 standard.
- Provide products and services that meet or exceed legal and contractual requirements applicable in the geographies and markets in which it operates.
- Develop the relationship processes with customers so as to understand their motivations and anticipate future behaviours, ensuring their loyalty in a lifecycle perspective.
- Fostering a learning-oriented leadership in order to develop people's autonomy in an environment of entrepreneurship, innovation and trust.
- Deploy strategy into targets to all relevant levels of the organization.
- Develop process management in an integrated and targeted approach to create sustainable value.
- Ensure risk assessment in the decision-making process and in the implementation of the organization's processes, in order to prevent undesirable results and explore opportunities.
- Assure that lessons learned are incorporated in the organization as a way to endorse the improvement of products, services and processes.
- Encourage the development of individual skills, promoting the acquisition of knowledge and sharing of experiences.
- Promote a fruitful relationship with suppliers and partners so as to enhance mutual trust.
- Apply the internationally recognised principles of quality management, assuring they are followed in the various dimensions of management.

## Final Statement

Aware of the challenges that arise from an ever-changing world, Galp is committed to achieving and maintaining the highest standards of quality, advancing progressively towards excellence in order to generate sustainable value to the company and its stakeholders.