

# **SANEPAR'S QUALITY POLICY**

## 1. GENERAL PROVISIONS

Approved at the 7<sup>th</sup> Ordinary Meeting of the Board of Directors, held on July 22, 2021 (Version 3).

## 2. PURPOSE

This policy sustains Sanepar's commitment to quality in line with the Company's strategic guidelines and objectives.

- 2.1. The purpose of this policy is to establish guidelines and commitments to promote management maturity and continuous improvement of value chain processes, in accordance with the Company's mission, vision, and purpose.
- 2.2. Meeting the requirements of technical standards, quality management models, and internal methodologies implemented by the Company.

## 3. SCOPE

This policy applies to all of Sanepar and is available at the electronic address: <https://ri.sanepar.com.br/governanca-corporativa/estatuto-codigos-e-politicas/> and disclosed to the entire Company.

## 4. REFERENCES

- ISO's Technical Standards for management system
- *Environmental Sanitation Management Excellence Model - MEGSA*
- FNQ Management Excellence Model – MEG21®
- Normative Requirements

This Policy must be read and interpreted together with Sanepar's Code of Conduct and Integrity and other corporate policies.

## **5. DEFINITIONS**

The terms and expressions listed below, when used within the scope of the Quality Policy, will have the following meaning:

### **5.1. VALUE CHAIN**

Processes relating to core business operations and support operations. Model for structuring the activities developed by companies, aiming to guarantee the maximum quality of service and product to the end customer, in addition to creating a competitive advantage in the market.

### **5.2. QUALITY MANAGEMENT**

Management with regard to quality. It may include establishing quality policies, quality objectives, and processes for achieving these objectives through quality planning, assurance, control, and improvement.

### **5.3. MANAGEMENT MATURITY**

Integrated and interdependent management guidance. Alignment, integration, sharing, and direction throughout the organization, so that it operates with excellence in the value chain and generates results for all stakeholders.

### **5.4. CONTINUAL IMPROVEMENT**

Recurring activity to increase performance.

### **5.5. INTERNAL METHODOLOGIES**

Sanepar's methodologies

## 5.6. MANAGEMENT MODELS

The way in which the organization organizes itself, in terms of processes and activities to carry out its business. Representation of reality that describes the relationships between different management elements - customs, values, processes, tools, and systems that guide management - of an organization and has the ability to predict the impact of changes in these elements.

## 5.7. TECHNICAL STANDARDS

Documents created to establish a set of rules

## 5.8. QUALITY

The degree to which a set of inherent characteristics of an object satisfy requirements.

## 5.9. REQUIREMENT

Need or expectation that is stated, usually implied, or mandatory.

## 5.10. QUALITY MANAGEMENT SYSTEM

Part of a management system, with relation to quality.

# 6. GUIDELINES

The guidelines are based on the Quality Management principles:

- 6.1. Stimulating and promoting the continuous improvement of value chain processes.
- 6.2. Complying with the Rules and Legal Provisions.
- 6.3. Promoting employee development.
- 6.4. Enhancing the Company's credibility in the market.
- 6.5. Promoting process excellence with a focus on customer satisfaction.
- 6.6. Developing supplier management.
- 6.7. Promoting actions to strengthen the relationship with stakeholders.

- 6.8. Encouraging the adoption of criteria and methods to ensure the effective operation of the process.

## **7. RESPONSIBILITIES**

7.1. Leadership must:

- Promoting excellence and learning throughout the Company;
- Implementing the guidelines established by this policy and other related regulations;
- Communicating this policy to all stakeholders.

7.2. Employees must:

- Complying with regulations and legislation applicable to its processes;
- Implementing the quality programs adopted by the Company;
- Following the guidelines established by this policy.

7.3. The GPE must:

- Establishing, maintaining, reviewing, and disseminating the Company's Quality Policy;

- Defining together with senior management (Integrated Planning Committee):

- The expansion of external certification scopes
- The adoption of new management system methodologies
- Methodology and implementation of internal quality programs.

- Ensuring compliance with the Quality Policy guidelines;
- Aligning the adopted management system with strategic planning.

7.4. The Managements responsible for management systems:

- Following the guidelines of the Quality Policy;

- Aligning the adopted management system with strategic planning.

## **8. RESPONSIBILITIES**

Non-adherence to the responsibilities set forth in this Policy must be examined by the Integrated Planning Committee, for the measures to be adopted for the purpose of determining responsibilities, in accordance with the Company's Disciplinary Regulation.

## **9. ATTACHMENTS**

Not applicable.

## **10. FINAL PROVISIONS**

Doubts regarding the interpretation of this Policy should be clarified with the Strategic Planning Management or with the Governance, Risks and Compliance Management.

## 11.HISTORY

| Quality Policy  |      |                  | Version         | 3 <sup>rd</sup>   |
|-----------------|------|------------------|-----------------|---|
|                 |      |                  | Management Area | GPE   |
|                 |      |                  | Confidentiality | External Audience   |
| Version         | Date | Person in Charge | Approved by     | Change Description  |
| 1 <sup>st</sup> | 1997 | Executive Board  | Executive Board | First Issue   |
| 2 <sup>nd</sup> | 2011 | Quality DMA      | Executive Board | Review of Policies by Strategic Planning                            |
| 3 <sup>rd</sup> | 2021 | Quality GPE      | Executive Board | Adaptation to the Compliance standard and revision of the full text |