

Quality Policy

JP Sá Couto, SA aims to be a global benchmark in sustainable technology, driving a more inclusive digital future. Every day, we reinforce our mission to create and deliver sustainable, innovative technological solutions that foster digital transformation, promote social inclusion, respect natural resources, and uphold integrity in all that we do.

In this context, JP Sá Couto, SA is committed to:

- **Promote a genuinely customer-centric approach**, placing customer needs and expectations at the centre of all decisions and actions, while continuously striving to enhance customer satisfaction.
- **Be a trusted company** that honours its commitments and uses the right means to achieve its objectives, while respecting the law, the privacy of individuals and organisations, and the confidentiality and integrity of information, and while providing truthful, accurate, objective and clear information and avoiding conflicts of interest.
- **Make ethical conduct** more than an ideal by embedding it in a continuous process that requires our practices to remain consistently aligned with our words.
- **Work closely with our strategic partners**, acting as one in the pursuit of the best solutions.
- **Eliminate what is non-essential and strengthen what is strategic** by adopting clear processes and procedures for rigorous execution and control, ensuring the availability of the necessary information, means and resources, and carrying out regular reviews of processes in order to achieve the objectives and targets of the Management System.
- **Continuously improve the effectiveness of the Management System** by strictly complying with all applicable legal, regulatory and normative requirements, in pursuit of excellence in the quality of the services we provide.

With the support of all those involved, namely our people, our customers and our partners, JP Sá Couto, SA is committed to ensuring continuous improvement in order to keep building a more inclusive digital future.