

The objective is to define an Integrated Management System in order to provide the necessary conditions for:

1. Satisfaction of the requirements of its Customers, striving to meet their needs, respecting their specifications.
2. Compliance with the legislation applicable to marketed products, namely, in terms of quality and safe.
3. Personal and professional satisfaction of its employees, defining the roles of each one and ensuring an adequate level of training.
4. Maintenance of appropriate Health, Hygiene and Safety work conditions, which contribute to the prevention of occupational diseases and / or accidents at work.
5. Awareness, motivation and involvement of all employees for management by processes, through their direct participation and the dissemination of this policy, the objectives of the Integrated Management System and the Mission of MATCERAMICA
6. Establishing mutually beneficial relationships with suppliers and entities with whom it relates.
7. Respect for the Environment in carrying out its activities through the prevention of pollution, reducing the production of waste, the consumption of resources and consequently its environmental impact.
8. Compliance with the requirements of the Integrated Management System in order to continuously improve its performance.
9. Ensure that all necessary information to the proper use of marketed ceramic objects are made available to customers.
10. Establish effective security practices that contribute to facilitate and protect the supply chain of international trade, mitigating the risks of threats such as drug trafficking, terrorism, smuggling, theft, money laundering and financing of terrorism, among other.

MATCERAMICA is committed to implementing, executing and reviewing this policy and consistently defining the requirements, objectives and goals of the company, putting into practice the intentions mentioned here in order to obtain a continuous improvement of the System's effectiveness. It also undertakes to comply with all the requirements of the applicable standardization, as well as the legislation, regulations and other applicable requirements and to which MATCERAMICA subscribes. MATCERAMICA is committed to disseminating and communicating this policy internally and externally.

It is the responsibility of all MATCERAMICA employees to observe this Policy at all times, not only as guidance but above all as a true commitment to their action.

Marcelo Franco de Sousa
(General Manager)