

QUALITY, SAFETY AND ENVIRONMENT POLICY

Martifer undertakes the commitment of **Improving Clients', Shareholders and Employees' Satisfaction** and establishing relationships sustained with their macro and micro-involvement, with the purpose of standing itself by technological capacity, vanguard and **social responsibility** distinguishing itself among other competitors and acting so that **each client and the society in general, by its satisfaction**, should recommend our products and services.

With this respect, it undertakes:

- To have a constant concern and to correspond to the requirements and expectations of clients at the present and future;
- To promote an integrated vision of clients, employees and suppliers in the structure of the Management System;
- To comply with the legal and regulated requirements applicable to the products, services and activities, as well as Health and Safety at Work, Environment and others;
- To promote the development of the people of the organization by improving the levels of awareness, training and competence of the employees;
- To promote the participation of all the co-workers in the objectives assumed by the company through training and awareness, promotion of team work and the improvement of the internal communication;
- To implement the continuous improvement of the health and safety conditions at the workplace, namely by hazards and assessing and controlling the risks associated to the activities, preventing the accidents and providing a larger comfort in the work execution, providing the means of protection and the information required to minimize the exposure to certain risk factors that could not be eliminated;
- To keep an efficient allocation of the resources to the different activities, in way to create value for the shareholder, monitoring the economic and financial performance of each business line, improving continuously the processes, in way to gradually increase the productivity of the productive factors;
- To promote continuous improvement of the performance of the Management System through better usage of available resources and effective planning;
- To develop beneficial mutual relationships client/supplier as a way of continuous improvement;
- To promote the continuous improvement of the environmental performance through the identification and control of environmental aspects that the organization controls, associated to the products and activities of the company to eliminate or minimize the environmental impacts, preventing pollution;
- To identify and manage the environmental aspects com strategic and competitive implications, such as the energy and water consumption and the production/recycling of wastes, seeking whenever possible and applicable, its reduction;
- To guarantee the compliance of the established System requirements according to ISO 9001, ISO 14001 and OHSAS 18001, and guarantee the fulfillment of the contractual requirements;
- To reduce gradually and continuously the costs of failure;
- To improve the effectiveness of the Group's innovative performance;
- To promote the management of all activities with scientific, technological, organizational, financial and commercial scope, including investments in in knowledge (focused on Innovations implementing);
- To promote the improvement of the effectiveness of the knowledge management;
- To search for competitive advantages through projects that lead to a significant increase of productivity.

Periodically, objectives and targets are defined for the relevant functions and levels within the organization, consistent with the policy's principles.

Oliveira de Frades, 13th June 2013

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