

QUALITY POLICY

Inclusivity, efficiency, commitment to excellence and people are fundamental aspects to the corporate strategy of Dos Santos Limited (DSL) and form the cornerstones of how we operate in the market.

MISSION:

“We strive to be the best avenue toward sustainable growth and development for all who work with us; from clients, employees, industry partners to local communities, we dig deep to align the interests of each unique component and enable them to fully contribute towards creating a better tomorrow for all.”

In order to achieve this Mission, the company has established the following areas as a starting point:

- Alignment of Stakeholders' Interests
- Value Creation
- Customer Satisfaction
- Local Content, Community Inclusion and Development

For this purpose, the DSL carries out specific activities and actions regarding the following main points:

- Work with people's safety, welfare and well-being in mind.
- Focus on long-term sustainable and inclusive growth and development in all our activities.
- Development and offering to our clients, innovative, efficient and effective tailored services geared to the different solutions required by the market.
- Development of relationships with partner companies to mutually broaden each other's capacity and scope.
- Ensure that all stakeholders benefit from the value creation process by thinking positive sum in all business decisions and including their input in relevant decisions.
- Use robust systems and protocols to ensure that our values are consistently implemented and excellent output produced.
- Focus on customer needs through the analysis of feedback and data related to satisfaction, with the correct interpretation setting the conditions to be able to offer services that are increasingly in line with unique client needs and market expectations.
- Involve and use local contractors, local communities and local personnel where possible in order to create synergies and meaningfully contribute to national development.

The Quality Policy is available to all employees and can be sent to interested parties on request.



**CHIEF EXECUTIVE OFFICER
DOS SANTOS LIMITED**