

Palmetal is a storage and logistic services organization, oriented towards satisfying the needs and expectations of its customers and considers Quality, Environment, Safety, Energy and Information Security as key factors of competitiveness and strategic in business development. Formed by a dynamic and versatile team and supported by a sophisticated information system, it aims to provide high quality services, assuming the following commitments:

- Ensure a high level of trust and **customer satisfaction**, based on dialogue, transparency, mutual respect and credibility;
- Ensure **employees' satisfaction and motivation** by promoting their training, encouraging initiative, innovation, productivity, commitment, responsibility and team involvement so that everyone plays an active role in defining and achieving objectives;
- Maintain an Integrated System for Quality, Environment, Safety, Energy Management and Information Security, suitable to its activity and in compliance with **ISO 9001, ISO 14001, ISO 45001, ISO 50001 and ISO/IEC 27001** standards;
- Ensure **compliance with legal requirements applied** to its activity and their environmental aspects, to the dangers of occupational safety and health, to their consumption and use of energy and information security, as well as others subscribed by the company;
- Promote practices aimed at the **hazard elimination, prevention of injuries and health conditions, reduce the risk of accidents**, improving the safety of facilities and operations;
- **Promote consultation and participation of workers and their representatives in order to improve general working conditions;**
- **Minimize errors and the time to correct them** by continuously improving the company's processes;
- Promote the **acquisition of energy efficient goods and services** and the design oriented to the improvement of energy performance;
- Conduct environmental monitoring of its activities, **promote environmental practices and energy management**, aimed at **pollution prevention** and **conservation of natural resources**, in order to **minimize their environmental impacts and improve their energy performance.**
- Promote the implementation of appropriate **security measures** to protect both the resources of **information systems** and the information processed, stored, and transmitted by those systems.

The definition and systematic review of objectives properly adapted to the company's strategy, aim at promoting continuous improvement of the company's processes, environmental and energy performance, occupational safety and health conditions and information security. The availability of information and the resources necessary to achieve the defined objectives and targets is ensured.



António Novais

Managing Director

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