



## Supplier Policy

The Portucel Soporcel Group has preferential relations with suppliers and service providers who respect human rights and comply with the legislation and established environmental practices, and avoids doing business with suppliers with a doubtful reputation. The Group encourages its suppliers and service providers, regardless of their size or geographical location, to adopt management practices viewing the achievement of excellence and ensuring respect for human dignity and compliance of obligations towards the State and society.

Negotiations with suppliers and service providers are always held with the interests of the Portucel Soporcel Group in mind, and seek to achieve the highest quality standards and the lowest production costs. The choice of suppliers and service providers is thus based on technical, professional and ethical criteria and procedures and seeks to obtain the highest cost/benefit return.

The Group abides by principles of free, fair and honest competition in its relations with suppliers and service providers, ensuring fair and equal treatment to all, without in any way favouring any, and avoiding unfair or misleading practices or acts.

The businesses of the Portucel Soporcel Group are conducted in strict observance of the law, its employees and service providers being responsible for ensuring compliance therewith. Such responsibility also includes taking adequate measures when any irregularity practiced by a third party comes to their knowledge susceptible of involving the name and the interests of the Group.

The employees of the Portucel Soporcel Group are strictly forbidden to accept direct or indirect benefits which may be construed as susceptible of influencing them in businesses done with the Group, except when the nature of such benefit is symbolic and extended as a courtesy.

Suppliers and service providers deserve to be treated with the same respect that the Group expects from them. To this end, all the Group's employees should behave in a proper manner, treating suppliers and service providers with courtesy and politeness so as not to compromise the Group's image and good name.

Relationships with suppliers and service providers should be long-lasting and intended to generate partnerships and cooperation between the parties, without prejudice to the principles of free initiative and loyalty in competition.

The Portucel Soporcel Group should act with independence and in pursuit of its own interest in all commercial situations where the competitiveness of the business is at stake, and avoid all practices liable of restricting competitiveness.

Although taking attention to market information within the scope of its relationship with suppliers and service providers, the Group does not allow such information to be obtained through illegitimate or illegal means.

Situations of conflict of interest may be expected to occur within the scope of the relationship with suppliers and service providers. In such cases, the following should be taken into account:

1. Conflicts of interest occur when personal interests interfere in a worker's capacity to exercise sound and objective judgement or to carry out his/her job in such a way as to put the interests of the Portucel Soporcel Group in the first place.
2. The employees shall not use their position in the Company to influence decisions which, directly or indirectly, will benefit their own interests or those of third parties (relatives or friends). Establishing relationships with suppliers with the objective of obtaining personal advantages, in the present or in the future, compromises their impartial behaviour and is considered a non-ethical attitude liable of generating conflicts of interest.
3. Any employee who finds himself/herself in a situation of conflict of interest should promptly communicate such fact to his/her superior, who will take further action to solve the situation.
4. Employees, suppliers, service providers or any other person or persons acting in the name of the Portucel Soporcel Group are forbidden from making, offering or promising payments or other advantages to any entities or organisations linked to the public powers with the aim of obtaining illegitimate benefits or bring about the promulgation, revoking or violation of any instructions or laws.
5. All invitations made by suppliers and service providers to employees of the Portucel Soporcel Group to visit their installations or participate in events organised by them must be communicated to the Board of Directors, which shall decide whether such invitations should be accepted and whether the costs incurred (travel and accommodation expenses) should be borne by the Group or by the entity that made the invitation.