

# Quality and Innovation Policy

Quality and Innovation are a constant concern that dominate LeasePlan Portugal acting, internal and externally, and occupy a first place in its' leadership strategy. They are visible in our positioning since we seek to be a partner that provide excellence and innovative services in fleet management and cars.

To LeasePlan Portugal, Quality and Innovation consists in the assumption of an important commitment made to our customers, suppliers, employees and society in general, which expresses as follows:

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By active contributing to an effective reduction of costs incurred by customers

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Through full compliance with the commitment made to our stakeholders

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In search for continuous improvement of the provided products and services

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In constant search for a sustained increase in customer satisfaction levels and consolidation of established business relationships In the commitment to respond promptly and effectively to the requests made by our clients

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In making available the necessary information to a correct understanding of our offer

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In the behavior of all our employees, which illustrate our four values - Commitment, Expertise, Passion and Respect

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Incorporating feedback, needs and expectations of our customers and other interested parties, optimizing their processes and developing their systems and launching differentiating and innovative services

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Identifying opportunities and minimizing the risks of the business

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Being proactive in presenting mobility solution

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Encourage the generation of innovative ideas to create value for our customers

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Ensure systematic research and implementation of innovative solutions that ad value to our stakeholders

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Optimize project management and initiatives to ensure the time to market

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Make our employees aware of our Quality and Innovation Policy

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Planning and meeting applicable requirements, with a view to continuously improving the effectiveness of the Quality Management and Innovation System

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Establishing a relationship of partnership and mutual benefit with our suppliers, ensuring through the conclusion of appropriate protocols, the provision of high levels of service and competitive commercial conditions, aligned with market practices

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To play an active role in promoting the well-being of our people, their families and society in general, incorporating in their actions social and environmentally responsible behaviours

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