

# Corporate Responsibility Policies

Below you will see one of Suzano Papel e Celulose's Corporate Responsibility Policies, developed based on the concept of sustainability, which integrates the social and environmental aspects with the economic aspect in the company's performance assessment. This Policy is part of our management philosophy, whose Vision is "Ongoing construction of a company of excellence, that integrates creation of value with giving human beings more dignity". Thus, with senior management's commitment and with objectives and goals aligned with our Strategic Planning, Suzano Papel e Celulose will continuously seek the highest performance standards, based on the best market practices, the respective rules and legislation, and the codes by which the company abides. It is our commitment to share this policy and its practices with stakeholders. Therefore, interactive communication channels will be kept open in order to enable an open dialogue with all.



## QUALITY POLICY

- Continuous **improvement** of our processes, products and services is a strategic commitment to maintain our competitive edge in the marketplace, and it will be accomplished through the development and sharing of know-how and the permanent search for technological innovation.
- **Value** our employees and partners and foster their growth so as to ensure an optimal, responsible and committed performance focused on the Company's values and results.
- **Gain** in-depth knowledge about our customers' businesses and their markets in order to anticipate to their needs and expectations.
- **Assist** our customers so to maximize results in their use of our products and services, which is the very basis of the quality relationship that we seek to maintain with the market.