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|-------------------|---------------------------------|------------------|---------------------|
| <b>Title:</b>     | <b>Corporate Quality Policy</b> |                  |                     |
| <b>Issued by:</b> | <b>11.Qualidade</b>             | <b>Date:</b>     | <b>Apr 14, 2020</b> |
| <b>Code:</b>      | <b>PC.11.0001</b>               | <b>Revision:</b> | <b>0</b>            |

## Table of contents

|           |   |          |
|-----------|---|----------|
| <b>1</b>  | <b>PURPOSE</b> .....                              | <b>1</b> |
| <b>2</b>  | <b>REFERENCE DOCUMENTS</b> .....                  | <b>1</b> |
| <b>3</b>  | <b>WORDS, DEFINITIONS AND ABBREVIATIONS</b> ..... | <b>2</b> |
| <b>4</b>  | <b>PRINCIPLES</b> .....                           | <b>2</b> |
| <b>5</b>  | <b>HOW WE DO</b> .....                            | <b>2</b> |
| <b>6</b>  | <b>RESPONSIBILITIES</b> .....                     | <b>3</b> |
| <b>7</b>  | <b>POLICY APPROVAL</b> .....                      | <b>3</b> |
| <b>8</b>  | <b>POLICY BREACH</b> .....                        | <b>3</b> |
| <b>9</b>  | <b>FINAL CONSIDERATIONS</b> .....                 | <b>3</b> |
| <b>10</b> | <b>ATTACHMENTS</b> .....                          | <b>3</b> |

|                   |                                 |                  |                     |
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## 1 PURPOSE

This Policy establishes the Suzano S.A.'s quality principles so that the requirements of our customers are met consistently, ensuring their satisfaction.

## 2 REFERENCE DOCUMENTS

- Code of Conduct;
- ABNT NBR ISO 9001:2015 Quality management system;
- Quality management principles (ISO).
- Applicable legal and statutory requirements

## 3 WORDS, DEFINITIONS AND ABBREVIATIONS

### 3.1

#### ISO

International Organization for Standardization

## 4 PRINCIPLES

Ensure the satisfaction of our customers, seeking to meet their present and future needs, through quality management practices that:

- Ensure our ability to consistently provide products and services that meet our customers' requirements;
- Promote the continuous improvement and competitiveness of our operations;
- Enable the identification of risks and opportunities in our business environment;
- Make feasible the systemic management of processes and the understanding of how individual actions affect the whole;
- Enable decision-making based on objective evidence, facts and data;
- Keep transparent and constructive relationships with our customers, suppliers and other partners.

## 5 HOW WE DO

We work in the development of renewable products based on competence, sustainability and innovation. We seek to develop trust in the relationship with customers and other interested parties through a commitment to excellence and value creation.

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We have a quality management system that allows us to meet the requirements of our customers, as well as seeking to exceed their expectations.

The governance that ensures quality in our operations includes:

- The security of traceability;
- Analyze inputs at planned intervals that allow to apply of technical specifications and systemic assessment of supplier performance;
- The management of quality and process performance indicators;
- The release of products to customers after verifying compliance with the defined specifications;
- The transparent dialogue with customers and other interested parties conducted by teams trained to provide technical and operational support;
- The change and risk management.

The processes that make up Suzano S.A.'s quality management system are certified according to international standard ISO 9001.

## **6 RESPONSIBILITIES**

The areas of Sustainability, Quality, Industrial Operational Excellence and Customer Support are responsible for the content development, review and dissemination of this Corporate Policy.

## **7 POLICY APPROVAL**

This Policy is effective for an indefinite period as of the date of its approval by the Executive Board of Suzano S.A.

The Executive Board of Suzano S.A. has exclusive power to change, in any event, this Policy.

**Note1: if necessary, copies of the resolution on the amendment or revision of the Policy may be sent to interested parties.**

## **8 POLICY BREACH**

Any violation of this Policy must be reported through the confidential Ombudsman channel and be dealt with in accordance with the Suzano S.A.'s Code of Conduct.

- Telephone Brazil: 0800 771 4060
- Telephones from abroad: see specific number on the website
- Email: [ouvidoriaexterna@austronet.com.br](mailto:ouvidoriaexterna@austronet.com.br)
- Website: [www.suzano.com.br](http://www.suzano.com.br), link "Ombudsman"

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## **9 FINAL CONSIDERATIONS**

## **10 ATTACHMENTS**