

energy creates energy



Communication Policy

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Context

As a reference public energy company with a relevant presence in various geographies and markets, Galp is subject to a level of public scrutiny that demands an adequate management of its communication due to the impact of its messages on different target audiences.

Company's position

Galp is committed to:

- Ensure, in every geography where it operates, that communication with its several target groups is ruled by principles of: clarity, transparency and accuracy; timeliness and opportunity of the information; harmonization and consistency of the messages and of appropriate planning and strategy of dissemination.
- Promote a comprehensive and integrated vision of the group, comprising all the geographies and realities of the company.
- Integrate and manage expectations of stakeholders on matters of communication and adopt mechanisms to promote its permanent improvement.
- Ensure an effective synchronization so that internal and external information about relevant facts of the company's life occur simultaneously, notwithstanding legal obligations Galp is bound to as a public company.
- Ensure that the information divulged by the company is subject to a strict verification of the facts, validated and authorized by the formerly mandated officials.
- Maintain a communication plan for crisis situations, setting the adequate flows and processes to ensure the provision of accurate and updated information in emergency situations.
- Promote internal communication aimed at reducing barriers, enhancing the sense of belonging to the company, and promoting a bidirectional communication between leaders and their teams.

Final statement

Communication is the primary instrument to mobilize and coordinate the relationship between Galp and its stakeholders and, as such, it is an extremely important management tool that must accurately, clearly and transparently ensure that the company's reality and its perception by its several stakeholders are properly aligned.