

PC.PA.QUA.001

Quality

Policy

This Policy is intellectual property of Porto do Açú and cannot be disclosed to third parties without the prior consent of the person responsible for the document.



1 - Objective:

Define the guidelines for the development of the Company's business, promoting a permanent commitment to quality and continuous improvement in its activities, processes and services.

2 - Application:

This Policy applies to Porto do Açu Operations S/A and its subsidiaries.

In the case of partnerships in which Porto do Açu Operations S/A has significant influence, such as joint ventures and partnerships in which the Company holds a minority interest, the content of this Standard should be brought to the attention of the business partner(s), allowing the incorporation, whenever possible, of the guidelines advocated by this policy.

All employees and managers who fail to comply with the rules defined in this Policy may be facing disciplinary measures.

3 - References:

- Sustainability Policy – **PC.PA.SUS.001**
- Human Resources Policy – **PC.PRU.002**
- Corporative Values
- Code of conduct and corporate anti-corruption
- ABNT NBR ISO 9001 Standard – Quality Management System – Requirements

4 - Definitions and Abbreviations:

None.

5 - Guidelines:

The Porto do Açú Operations, a port administration company responsible for the development and management of the Açú complex, is committed to conducting its business, in accordance with the following guidelines:

- i. Seek customer satisfaction, meeting their requirements in an effective, ethical and transparent way;
- ii. Ensure compliance with legislation and, when applicable, adopt voluntary and more restrictive requirements than mandatory ones, providing a resilient environment for the development of port activities;
- iii. Focus on operational excellence and continuous improvement of its performance, aiming to prevent deviations in its processes and services;
- iv. Promote both personal and professional growth of employees, providing adequate levels of education and training on quality issues and process improvement;
- v. Encourage business partners, suppliers, customers and other interested parties to apply the conduct principles of business compatible with this Policy;
- vi. Disseminate and recognize good practices and initiatives that reinforce the aspects of this Policy.

Accountable: Port Management Director	Approver: Administrative Council
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Issuing	Version	Description of alteration
9/23/2020	01	The creation of the corporative policy.
08/04/2022	02	Periodic review: Document verified in a critical analysis meeting with sênior management without the need for changes