

### QUALITY POLICY

Since 1989, TRANSPORTES MATOS & FILHOS LDA has been dedicated to the activity of goods transportation. It has always been committed to offering its clients a high level of quality and services that meet their requirements and expectations.

The Management of TRANSPORTES MATOS & FILHOS LDA wishes to express, through this Policy, to its employees, clients, and suppliers, its conviction that:

- Quality is a key factor in the future of the Company and must be assumed with responsibility by everyone, starting with the Management.
- Quality is about Prevention, not correcting errors.
- At TRANSPORTES MATOS, Quality will always be subject to continuous improvement. Failures will be used as opportunities to improve, and all efforts will be made to identify their causes to prevent recurrence.

Therefore, our Company takes on the following main objectives:

- Total satisfaction of its clients, providing the requested services according to their specifications, always within the established deadline.
- Achieving and maintaining a high level of Quality in services that promotes prestige and increases the loyalty of our clients.

To achieve these objectives, a Quality Management System has been developed and implemented.

The Management of TRANSPORTES MATOS & FILHOS LDA supports the implementation of the system, reviews it periodically, and requests collaboration, commitment, and responsibility from its entire team for this process, in order to continuously improve our quality management system.

The achievement of these objectives is, above all, a responsibility of the Management, which is committed to providing the company with the necessary resources to fulfill this Quality Policy.

**Management:**

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