

## Quality, Health, Safety and Environment Policy

The Management of Seatrade - Agência Marítima Angola Lda, in its commitment with the quality, environment, safety and health at work, considers the definition of the following Policy to be strategic:

**“Understanding and integrating the needs of our customers providing services that satisfy them and exceed their expectations in a consistent manner, also contributing to environmental protection, health and safety at work in order to allow the organization to stand out as a reference entity in the panorama of maritime agency industry in Angola”**

Our Policy is based on the following principles:

- **Understanding customer needs** through the establishment of long-term relationships based on mutual trust and constant concern with the quality of the service provided, according to the customer's expectations, opinion and their level of satisfaction.
- **Providing maritime agency services based in a high degree of efficiency and quality**, through effective and competent planning of operations, supplying accurate information at any stage of the process, taking into consideration the nature, dimension and prevention of potential accidents and environmental impacts that result from the activities executed.
- **Prevention of the occurrence of occupational injuries, diseases and all forms of pollution**, promoting the maintenance of health, safety and well-being of all employees and Port community involved in the support of our activities, through a rigorous and deep analysis of the risks with campaigns of awareness and training.
- **Integration of the Management System as part of the organization's internal culture** through a management commitment with permanent and updated communication of the principles and procedures of the Management System. Constant assessment of the compliance, also analysing the emergence of possible risks and opportunities
- **Global improvement of the organizational standards of quality** through the application of the principles, methods and procedures within the scope of the Management System, not only in an external logic, but also focused on a main satisfaction and well-being in the workplace providing continuous employee training;
- **Guarantee the continuity of service**, assuming the commitment to comply with all compliance obligations, legal, statutory and other requirements which the company subscribes, with the purpose of continuously improving the effectiveness of the Management System.
- **Provide adequate conditions for the development of skills and employee satisfaction**, not only at a professional and personal level, but also promoting their participation, consultation, creativity, autonomy, initiative and responsibility.



With the adoption of a Management System based on these principles, the Company intends to create a competitive advantage that allows it to stand out clearly from the rest of the market, promoting sustainable growth for the future.

Management Team considers vital everyone's commitment to the environment in daily actions in order to promote the natural environment protection, carrying out its activities safely through the fulfilment of the Management System embodied in the development of work processes based on supporting documentation (Manual, Procedures, Work Instructions, etc.).

**Within the Management System all employees must assume responsibility for the environment protection, quality of services, safety and health in their own workspace.**

General Manager

A handwritten signature in black ink, consisting of several loops and strokes, positioned above a horizontal line.