

Brisa Infraestruturas e Operação (BIO), a Brisa Group unit that includes Brisa Gestão de Infraestruturas S.A. (BGI) and Brisa O&M, S.A. (BOM), pursues a systematic policy of continuous improvement and rigour in the activity carried out, with a view to maximising the level of satisfaction of customers, shareholders, employees, optimising the resources available, as well as the effectiveness of its Management System and compliance with certification and accreditation standards.

BIO's mission is to ensure the asset management of the Brisa Group's road infrastructures, their operation and maintenance, and it is committed to:

- Identifying the needs and expectations of the relevant stakeholders and ensuring compatible levels of Quality and Environment in the services provided;
- Adopting and following the strategic guidelines defined by the Management, on behalf of the Group's shareholders, within the specified deadlines and in accordance with the approved budgets;
- Acting in a responsible manner, such as to achieve the objectives established and ensure continuous improvement, in compliance with the applicable legislation, regulations and any other requirements undertaken by the Group, as well as promoting methodologies that contribute to improving performance;
- Protecting and creating value for customers and shareholders, by ensuring an adequate balance between financial, environmental, and social impact, energy sustainability, risk, quality of service and performance of assets;
- Integrating employees into a dynamic, motivated team, focused on creating value and guided by the principles of ethics, impartiality, innovation, excellence, competence and responsibility for their actions and the respective results;
- Developing the actions necessary to ensure that each employee has the information and skills necessary to carry out their job, as well as to become involved and familiarised with the Management System;
- Adopting a transparent, impartial, rigorous, fair conduct with respect to supplier selection and the continuous evaluation of supplier performance and the quality of the products and/or services provided;
- Guaranteeing the competent and consistent operation of the laboratory, ensuring that the activity is carried out in compliance with standards, customer requirements, the demands of regulatory bodies and good professional practice;
- Protecting the environment by preventing pollution and minimising adverse environmental impacts, taking into account the sustainable use of resources, efficiency in consumption, and directing its waste management activities towards reduction, reuse and recycling.

São Domingos de Rana, 3 April 2023

Manuel Melo Ramos, *Director*