

Controlauto - Controlo Técnico Automóvel, S.A., committed to its mission of promoting road safety and preserving the environment, carries out its activities endeavouring to perform them with a level of Quality that fully satisfies the needs and requirements of its customers, as well as the requirements established by official bodies and stakeholders.

Controlauto is committed to the following guiding principles:

- Ensuring a standard of Quality in the services provided that fully satisfies the needs of customers and seeks to exceed their expectations.
- Satisfaction of the requirements applicable to the activities carried out, considering the needs and expectations of the relevant stakeholders, as well as the applicable regulations, standards and legislation.
- Continuous improvement of the quality management system, with the participation of all employees, based on the values of ethics, excellence, innovation and people.
- Promoting the training, motivation and involvement of all employees, so that they carry out their activities with competence and professionalism, geared towards creating value and satisfying established requirements.
- Guaranteeing the independence, impartiality, confidentiality and integrity required in carrying out the company's activities.
- Adopting profitability-oriented management that ensures the sustainable development of the company, seeking process efficiency, resource optimisation and results.

Paço d' Arcos, 17 July 2019

The Board of Directors