

The development of the activities of the companies that make up the Via Verde Ecosystem, namely Via Verde Portugal - Gestão de Sistemas Electrónicos de Cobrança, S.A. (VVP) and Via Verde Serviços, S.A. (VVS) is guided by the relentless pursuit of quality and the preservation of information security and privacy, with a view to **improving the services it provides, satisfying** customers, shareholders, employees and suppliers, **optimising available resources** and committing to **meeting requirements**.

In this spirit, the following **commitments** are made:

- To be guided by standards of excellence in the management of Quality and Information Security and Privacy, conducting its activities responsibly and in accordance with the defined strategic guidelines, planning and executing them in such a way as to permanently ensure the service it provides to its customers;
- To plan and conduct its activities based on the principle of compliance with applicable regulations and legislation, as well as other requirements to which the organisation subscribes or will subscribe;
- To train and stimulate human resources so that they carry out their activities equipped with the necessary skills and professional attitude in the face of demands, alerting them to the need to act in accordance with the established requirements and to respect the rules and directives in this area;
- To identify the needs and expectations of its customers and ensure compatible levels of Quality in the services provided, as well as those of the relevant stakeholders;
- To protect and create value for customers, shareholders, employees and external organisations by ensuring an adequate balance between financial, environmental and social impacts, risk and quality of service;
- To adopt an impartial, rigorous, fair conduct with respect to supplier selection, continuous evaluation of supplier performance and the quality of the products and services provided;
- To establish control and protection mechanisms for information, in order to prevent and mitigate the risk of destruction, improper use, theft, unauthorised or improper access, copying, alteration or disclosure;
- To ensure the confidentiality, integrity and availability of information;
- To ensure the processing of its customers' personal data in accordance with the Privacy Policy and the applicable legislation in force;

- To ensure that external organisations providing services or any type of collaboration comply with the information security and privacy requirements defined;
- To continuously strive to improve the effectiveness of the Management System implemented, with the active participation of all employees and based on ethics, innovation, information sharing and the pursuit of excellence;

Carcavelos, 15 May 2023

The Executive Committee