

# Quality Policy



## Objective

The Ascendi Group's companies have the objective of providing Operation and Maintenance services and toll collection on road infrastructures ensuring the satisfaction of its client's expectations fully complying with the contracted service levels.

## Guidelines

To guarantee these objectives, Ascendi Group Operators identify the needs, expectations and satisfaction levels of its clients and infrastructure users promoting mechanisms for continuous monitoring and improvement of their processes and procedures through:

- Assessment of the client's satisfaction level;
- Assessment of the efficiency and effectiveness of relevant internal processes;
- Systematic evaluation of the quality of its suppliers;
- Timely and appropriate treatment of submissions or complaints from its customers and infrastructure users;
- Provision of its services according to the legal and / or contractually established levels, namely regarding road availability, toll collection equipment, driving conditions, access and road safety;
- Guidance for continuous improvement of operational efficiency supported by the adoption of best practices for managing the operation and maintenance of the infrastructure and the equipment; and
- Identification and development of innovative solutions in processes or technologies, to improve their efficiency levels.

This strategy is based on the implementation of the Quality Management System which is based on ISO 9001. Collectively the Organization and individually each employee are responsible for applying the respective rules.