

**POL POL 000018**  
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## 1. Policy

ANA - AEROPORTOS DE PORTUGAL, SA, as a benchmark in the airport management sector, has long been aware of the importance of Quality in the management of its business activities, and has made a commitment to ensure the continuous improvement and development of all its processes.

ANA's Quality Policy therefore sets out the following guidelines:

- To provide services that guarantee high standards of quality, particularly in terms of safety and operability, that meet and/or exceed the expectations of clients and other important stakeholders;
- To develop process management from an integrated perspective, ensuring that customer, regulatory and legal requirements are met in order to harmonise operating methods and improve overall performance;
- To deliver risk assessment in decision-making and in the implementation of the organisation's processes, by identifying and dealing with the risks and opportunities associated with its business activities;
- To develop the skills, competences and motivation of its employees, so that they uphold the quality of the tasks they carry out, and act in a conscientious, ethical and responsible manner, thereby guaranteeing the company's high performance.

In accordance with DMS 770188.