

QUALITY MANAGEMENT POLICY

Armored Executive Transportation and Events (Compliant with ISO 9001:2015)

1. OBJECTIVE

Ensure that executive transportation services in armored vehicles, as well as event planning and execution, are carried out with high standards of quality, safety, and reliability, fully meeting customer requirements, legal requirements, and other applicable obligations. This objective includes ensuring the effectiveness and continuous improvement of the Quality Management System (QMS), promoting operational excellence and consistent, safe service delivery.

2. SCOPE

This Policy applies to all activities covered by the Quality Management System (QMS), including but not limited to:

- ▶ Executive passenger transportation in armored vehicles;
- ▶ Planning, organization, and execution of corporate and private events;
- ▶ Customer service, complaint management, and feedback handling;
- ▶ Selection, evaluation, and management of suppliers and strategic partners;
- ▶ Internal operations related to the QMS.

3. COMPANY COMMITMENTS

Safety and Reliability

- ▶ Maintain the entire armored fleet in compliance with applicable legal and regulatory requirements, ensuring the execution of preventive and corrective maintenance and periodic technical inspections.
- ▶ Train drivers and support teams in safety standards and procedures, defensive driving, customer service, risk management, and emergency response protocols.
- ▶ Identify, evaluate, and manage risks and opportunities related to operations, ensuring reliability, integrity, and continuity of the services provided.

Excellence in Customer Service

- ▶ Offer personalized, punctual, confidential service tailored to the needs and expectations of each client.

- ▶ Provide efficient communication channels, support, and feedback mechanisms, ensuring fast and effective responses.
- ▶ Handle complaints and requests quickly, in a structured and documented manner, focusing on resolution and prevention of recurrence.

Quality in Event Management

- ▶ Plan, organize, and execute events with technical rigor, attention to detail, adequate infrastructure, and focus on customer experience.
- ▶ Monitor customer satisfaction and the performance of suppliers and partners involved, ensuring quality and compliance at every stage.

Continuous Improvement

- ▶ Periodically evaluate process performance, indicators, audits, and QMS results.
- ▶ Implement corrective, preventive, and innovative actions that promote continuous improvement and increase QMS effectiveness.
- ▶ Review and enhance internal procedures considering best practices, changes in the organizational context, and applicable requirements.

Legal and Regulatory Compliance

- ▶ Fully comply with legislation and regulations applicable to executive transportation, vehicle safety, traffic rules, event organization, and personal data protection (LGPD).
- ▶ Fulfill all normative, contractual, and other requirements agreed with clients, authorities, and relevant stakeholders.

Leadership Commitment

- ▶ Ensure the human, technological, financial, and structural resources necessary for safe, efficient operation and QMS effectiveness.
- ▶ Promote an organizational culture focused on quality, safety, ethics, and customer focus at all levels of the company.
- ▶ Ensure that this Policy is communicated, understood, implemented, and upheld by all employees and relevant stakeholders.

4. QUALITY GUIDELINES

- ▶ Strictly comply with internal standards of safety, conduct, customer service, and all requirements of the Quality Management System.
- ▶ Continuously monitor service execution to identify deviations, prevent nonconformities, and promote effective corrective actions.
- ▶ Evaluate and control suppliers and partners based on criteria of competence, quality, reliability, performance, and legal compliance.
- ▶ Encourage and train employees to identify improvement opportunities, report nonconformities, and contribute to strengthening a quality culture.

5. QUALITY INDICATORS

To monitor the effectiveness of the Quality Management System (QMS) and ensure continuous improvement of processes, the following will be evaluated, among others:

- ▶ Customer satisfaction index for executive transportation and event services;
- ▶ Level of compliance with deadlines, schedules, and agreed requirements;
- ▶ Rate of incidents, operational occurrences, and identified nonconformities;
- ▶ Performance, compliance, and reliability of suppliers and strategic partners;
- ▶ Results of internal audits and QMS management reviews;
- ▶ Effectiveness of corrective, preventive, and continuous improvement actions.

6. RESPONSIBILITIES

Board of Directors

- Establish, approve, and review the Quality Management Policy;
- Provide the human, financial, and technological resources necessary for effective QMS operation;
- Promote and strengthen a culture of quality, safety, and customer focus across the organization.

Quality Management System (QMS) Manager

- Monitor performance indicators and process effectiveness;
- Plan and conduct internal audits;
- Coordinate corrective and preventive actions;

- Ensure the maintenance, updating, and continuous improvement of the QMS.

Employees

- Strictly follow procedures and work instructions;
- Report nonconformities, incidents, and improvement opportunities;
- Actively contribute to the continuous improvement of processes and service quality.

7. POLICY REVIEW

This Policy will be reviewed annually or whenever significant changes occur in processes, organizational context, legal requirements, or customer needs and expectations.

Statement of Commitment

The company is committed to providing armored executive transportation and event management services with excellence, prioritizing safety, customer satisfaction, and continuous improvement, ensuring the effectiveness of the Quality Management System.

Rio de Janeiro, October 1, 2025.