

## Quality Policy

JAPRac, holder of the SIXT master franchise for Portugal, specializes in renting passenger and commercial vehicles, with and without chauffeurs, aiming to provide its customers with excellent service, a premium fleet, and innovative mobility solutions.

In order to achieve our purpose and strengthen our competitiveness, prestige, and sustainable development, we rely on a culture of technological innovation, continuous improvement, and process optimization. Therefore, the Management Board assumes the commitment to engage employees, suppliers, and customers, with it being fundamental that:

- Customers are at the center of our operations, being welcomed and assisted closely, ensuring a quality service that adds value and translates into their loyalty;
- There is a commitment to providing our customers with recent vehicles, in excellent cleaning and safety conditions;
- Within the structure, the commitment to continuous improvement is promoted and encouraged to exceed customers' expectations;
- Employees feel integrated, valued, and motivated to develop their professional skills, to achieve goals, and to improve the organization's effectiveness;
- Employees are encouraged to take initiative and be proactive in innovation and productivity enhancements, promoting their professional appreciation and recognition in order to increase their motivation;
- Suppliers are regarded as partners, with whom partnerships and cooperation relationships are established, allowing the achievement of mutual goals, and the compliance with the Code of Conduct and Ethics aligned with our Quality Policy;
- The organization actively contributes to economic, social, and environmental development, improving the quality of life of all involved parties and ensuring compliance with applicable legal and regulatory requirements, while maintaining economic sustainability.

*SIXT Portugal, February 12, 2024*

*General Manager*