

QUALITY POLICY

The Quality of Maritime Agency, Husbandry and Customs Clearance Services, delivered to our clients, as well as the promotion of a safe working environment, the preservation of the environment and ensuring Anti-Bribery Management, are essential and competitive advantages for the sustained growth of our business.

In this context, SERTRANAVE commits to:

- Define performance objectives for the Quality Management System, measure results, evaluate and continuously improve processes and service quality, ensuring their internal dissemination.
- Satisfy the needs and expectations of our clients by providing services that meet contractual requirements and specifications, as well as applicable standards, codes, and regulations.
- Train, inform, and involve Employees so that they ensure the Quality of the tasks they perform, always acting consciously, ethically, and responsibly.
- Establish a relationship of trust with all business Partners, always focused on the satisfaction of our Clients, ensuring the treatment of excellence that differentiates us.
- Promote internal and external communication and collaboration with our interested parties.
- Ensure the dissemination and alteration of the Policy whenever necessary.

Luís Saraiva
General Director
Luanda, March 02, 2023