



## Quality Policy

It is the mission of the Pinto Basto Group companies to provide a quality service, responding to the needs of the markets and placing their capabilities at the service of the needs and expectations of their customers, with a view to their total satisfaction. We seek to operate according to strict criteria of rigor, professionalism and following the values that guide us and that reflect our identity.

In the areas of Freight Forwarding, Shipping Agents & Shipbroker, Liner Services, Project Cargo and P&I, the companies are certified by **Lloyd´s Register**, in accordance with the EN ISO 9001 standard.

Taking this reference into account, the activity is developed in accordance with the legal requirements established for its activity, being complemented by the following principles of its Quality Policy:

- The quality management commitment assumed by the company must be systematically and progressively reviewed and shared by the entire management team.
- The permanent focus on the company´s mission is supported by relevant objectives, goals, and processes, clearly oriented towards the needs of customers and shareholders.
- The periodic assessment of customer satisfaction and needs, and the appropriate treatment of identified areas for improvement is an objective shared by everyone.
- Focusing on knowledge and developing the full potentials of all employees, at individual and team level, is an essential condition for guaranteeing customer satisfaction and the effectiveness of processes.
- The objective of organizing, simplifying, and optimizing processes and resources is to support continuous improvement in the performance of the Quality management system.



# Certificate of Approval

This is to certify that the Management System of:

## Pinto Basto, SGPS, S.A.

Avenida 24 de julho 11° DTO, 1200-478 Lisboa, Portugal

has been approved by LRQA to the following standards:

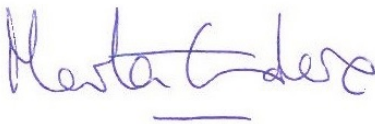
### ISO 9001:2015

Approval number(s): ISO 9001 – 00031525

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

#### The scope of this approval is applicable to:

Provision of shipping agency services - husbandry.  
Provision of shipping agency services - freight and operations.  
Freight forwarding services management.  
Services providers to owner's P&I Clubs and Insurance Companies.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate Schedule

Location	Activities
Avenida 24 de julho 11º DTO, 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry. Provision of shipping agency services - freight and operations. Freight forwarding services management. Services providers to owner's P&I Clubs and Insurance Companies.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Cais Comercial - Edifício 11 1º andar Sala 4, 3800-001 Aveiro, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Av. República 168 - 1º Andar Sala 1, 8000-080 Faro, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua Dr. Francisco Sá Carneiro 336/348, 4450-676 Leça da Palmeira, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO Navegação, Lda.</b> Rua Dr. Francisco Sá arneiro, 336/348,, 4450-676 Leça da Palmeira, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - freight and operations.
<b>PINTO BASTO GEST – Gestão de Transportes, Lda.</b> Rua Dr. Francisco Sá arneiro, 336/348, 4450-676 Leça da Palmeira, Portugal	<b>ISO 9001:2015</b> Freight forwarding services management.
<b>PINTO BASTO Comercial, Lda.</b> Rua Dr. Francisco Sá arneiro, 336/348, 4450-676 Leça da Palmeira, Portugal	<b>ISO 9001:2015</b> Services providers to owner's P&I Clubs and Insurance Companies.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO Navegação, Lda.</b> Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - freight and operations.



# Certificate Schedule

Location	Activities
<b>PINTO BASTO GEST – Gestão de Transportes, Lda.</b> Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Freight forwarding services management.
<b>PINTO BASTO Comercial, Lda.</b> Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Services providers to owner's P&I Clubs and Insurance Companies.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Largo Heliodoro Salgado Edifício Vista Rio 1 Sala 2A, 8500-537 Portimão, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua Francisco Sá Carneiro 25C, 2900-379 Setúbal, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua José Pacheco 15 - Loja D, 7520-312 Sines, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua dos Moinhos 34, 4900-201 Viana do Castelo, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO GEST – Gestão de Transportes, Lda.**

Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal

has been approved by LRQA to the following standards:

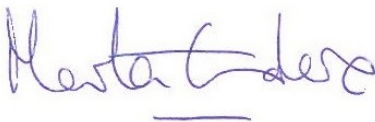
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-012

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Freight forwarding services management.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO GEST – Gestão de Transportes, Lda.**

Rua Dr. Francisco Sá arneiro, 336/348, 4450-676 Leça da Palmeira, Portugal

has been approved by LRQA to the following standards:

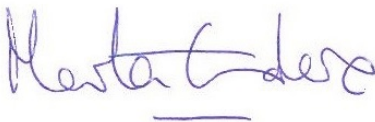
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-013

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Freight forwarding services management.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Avenida 24 de julho 11º DTO, 1200-478 Lisboa, Portugal

has been approved by LRQA to the following standards:

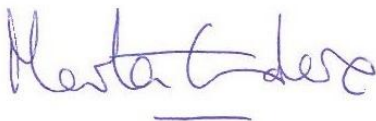
**ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-009

This certificate forms part of the approval identified by approval number: 00031525

**The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate Schedule

Location	Activities
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Cais Comercial - Edifício 11 1º andar Sala 4, 3800-001 Aveiro, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Av. República 168 - 1º Andar Sala 1, 8000-080 Faro, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua Dr. Francisco Sá Carneiro 336/348, 4450-676 Leça da Palmeira, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Largo Heliodoro Salgado Edifício Vista Rio 1 Sala 2A, 8500-537 Portimão, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua Francisco Sá Carneiro 25C, 2900-379 Setúbal, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua José Pacheco 15 - Loja D, 7520-312 Sines, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.
<b>PINTO BASTO IV – Serviços Marítimos Lda.</b> Rua dos Moinhos 34, 4900-201 Viana do Castelo, Portugal	<b>ISO 9001:2015</b> Provision of shipping agency services - husbandry.





# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Rua Dr. Francisco Sá Carneiro 336/348, 4450-676 Leça da Palmeira, Portugal

has been approved by LRQA to the following standards:

### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-002

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

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## **PINTO BASTO IV – Serviços Marítimos Lda.**

Rua José Pacheco 15 - Loja D, 7520-312 Sines, Portugal

has been approved by LRQA to the following standards:

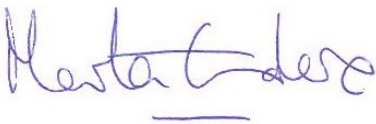
**ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-003

This certificate forms part of the approval identified by approval number: 00031525

**The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Rua Francisco Sá Carneiro 25C, 2900-379 Setúbal, Portugal

has been approved by LRQA to the following standards:

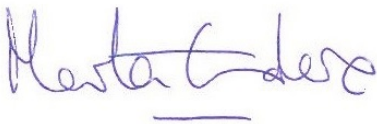
**ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-004

This certificate forms part of the approval identified by approval number: 00031525

**The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Rua dos Moinhos 34, 4900-201 Viana do Castelo, Portugal

has been approved by LRQA to the following standards:

**ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-008

This certificate forms part of the approval identified by approval number: 00031525

**The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.

**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Largo Heliodoro Salgado Edifício Vista Rio 1 Sala 2A, 8500-537 Portimão, Portugal

has been approved by LRQA to the following standards:

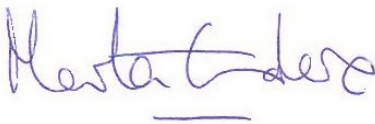
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-005

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Av. República 168 - 1º Andar Sala 1, 8000-080 Faro, Portugal

has been approved by LRQA to the following standards:

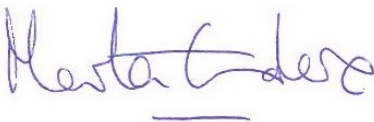
**ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-006

This certificate forms part of the approval identified by approval number: 00031525

**The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO IV – Serviços Marítimos Lda.**

Cais Comercial - Edifício 11 1º andar Sala 4, 3800-001 Aveiro, Portugal

has been approved by LRQA to the following standards:

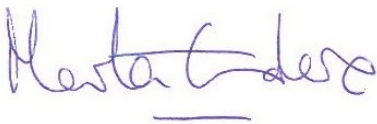
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-007

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Provision of shipping agency services - husbandry.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO Navegação, Lda.**

Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal

has been approved by LRQA to the following standards:

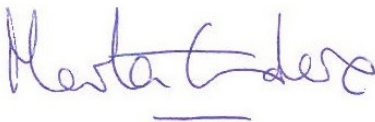
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-010

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Provision of shipping agency services - freight and operations.



**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited





# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO Navegação, Lda.**

Rua Dr. Francisco Sá arneiro, 336/348,, 4450-676 Leça da Palmeira, Portugal

has been approved by LRQA to the following standards:

### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-011

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Provision of shipping agency services - freight and operations.

**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO Comercial, Lda.**

Rua Dr. Francisco Sá arneiro, 336/348, 4450-676 Leça da Palmeira, Portugal

has been approved by LRQA to the following standards:

### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-015

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Services providers to owner's P&I Clubs and Insurance Companies.

**Marta Escudero**

Regional Director, Europe

Issued by: LRQA Limited



# Certificate of Approval

This is to certify that the Management System of:

## **PINTO BASTO Comercial, Lda.**

Avenida 24 de Julho, 1 - 1. Dto., 1200-478 Lisboa, Portugal

has been approved by LRQA to the following standards:

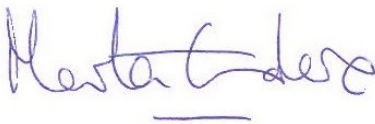
### **ISO 9001:2015**

Approval number(s): ISO 9001 – 00031525-014

This certificate forms part of the approval identified by approval number: 00031525

#### **The scope of this approval is applicable to:**

Services providers to owner's P&I Clubs and Insurance Companies.



**Marta Escudero**

Regional Director, Europe

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