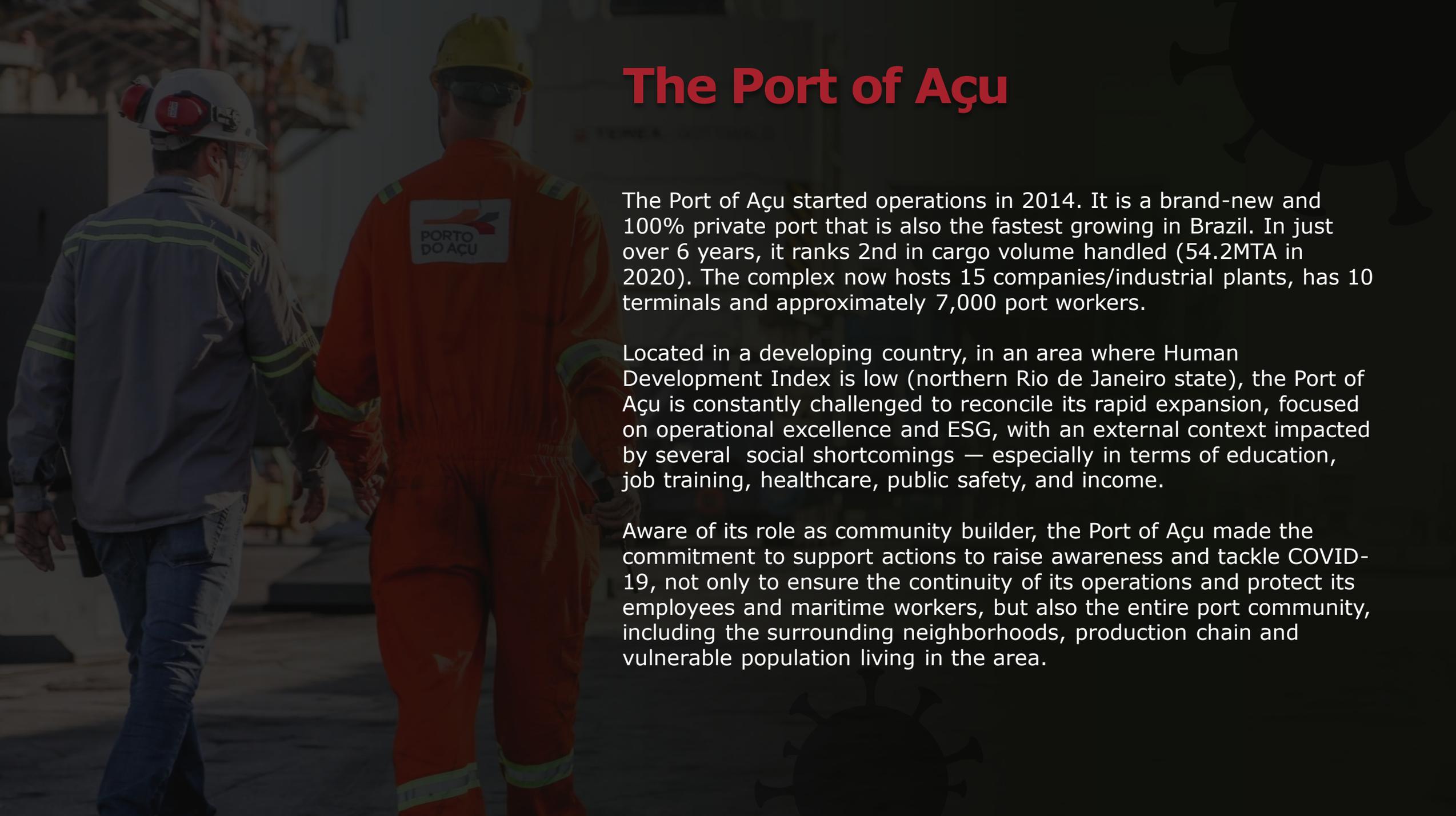




# Together in the fight against **COVID-19**





# The Port of Açú

The Port of Açú started operations in 2014. It is a brand-new and 100% private port that is also the fastest growing in Brazil. In just over 6 years, it ranks 2nd in cargo volume handled (54.2MTA in 2020). The complex now hosts 15 companies/industrial plants, has 10 terminals and approximately 7,000 port workers.

Located in a developing country, in an area where Human Development Index is low (northern Rio de Janeiro state), the Port of Açú is constantly challenged to reconcile its rapid expansion, focused on operational excellence and ESG, with an external context impacted by several social shortcomings — especially in terms of education, job training, healthcare, public safety, and income.

Aware of its role as community builder, the Port of Açú made the commitment to support actions to raise awareness and tackle COVID-19, not only to ensure the continuity of its operations and protect its employees and maritime workers, but also the entire port community, including the surrounding neighborhoods, production chain and vulnerable population living in the area.

# How we are managing the crisis

Behind the Port of Açu, there is an entire port community formed by people, authorities and businesses that impact or are impacted by the enterprise. Since the pandemic began, the Port of Açu's main mission has been to protect this entire port community, looking after its direct employees, their family members, and the local population.

With this motivation and in line with our values and ESG Strategy, an autonomous and transversal governance structure was formed by establishing a Crisis Committee that is responsible for coordination and decisions on these fronts: Humanitarian Actions, Protecting Lives, Employment Guarantee, and Operational Continuity.

**The Port Administration took a leadership role in coordinating these fronts, ensuring integration and collaboration between local, regional and national players, and pursuing innovative solutions to face the pandemic.**



## PORT OF AÇU VALUES



SAFETY



INTEGRITY



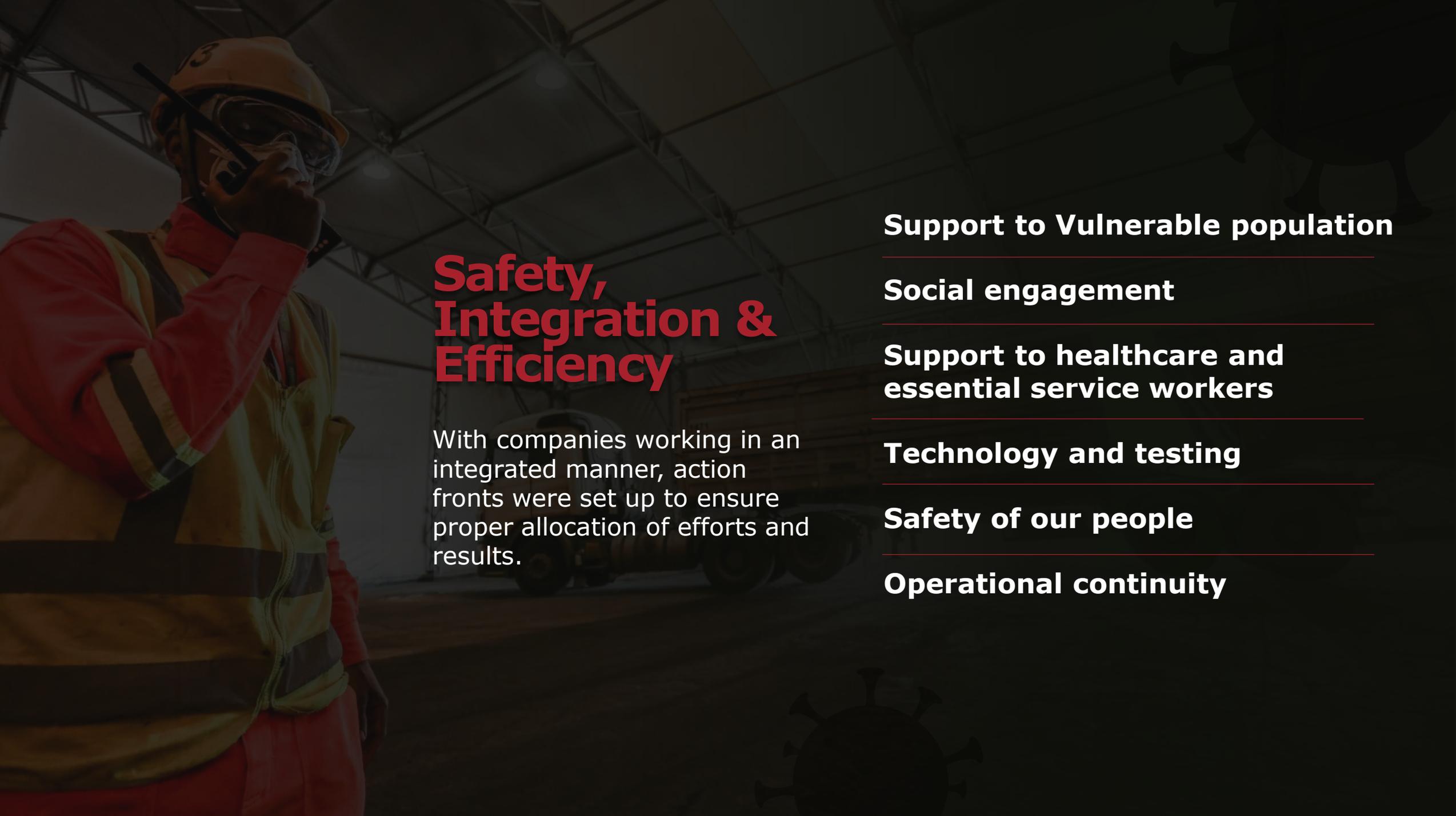
EFFICIENCY



SUSTAINABILITY



COLLABORATION



## **Safety, Integration & Efficiency**

With companies working in an integrated manner, action fronts were set up to ensure proper allocation of efforts and results.

**Support to Vulnerable population**

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**Social engagement**

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**Support to healthcare and essential service workers**

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**Technology and testing**

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**Safety of our people**

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**Operational continuity**

## Vulnerable population

Social isolation affected small businesses. With our support, small farmers negatively impacted due to Covid-19 were able to distribute their output and feed low-income families.



**7 tons**  
of food donated

**+1.4k**  
people supported

**+13**  
charities supported

Tamar project seamstresses were also supported by the Committee.

**4k**  
masks  
manufactured for  
employees

**10k**  
cloth masks donated to  
São João da Barra  
residents



## Support to healthcare and essential service workers

Hope in a pandemic comes from workers who, out of love for others and for their professions, act on the frontlines. In appreciation and support to everyone of them, the Humanitarian Actions Committee made donations focused on healthcare and essential service workers of nearby municipalities.

**+1.3k PPEs**

**37.5k N95 masks**  
for healthcare workers

**2.5k N95 masks**  
for essential service workers

**6k TNT masks**  
manufactured and donated

The **Humanitarian Actions Committee** sought innovative ways to offer resources needed for proper treatment of the largest number of Covid-19 patients.

**26 lung ventilators**  
repaired

**50k pairs of gloves**

**2,5k gowns**

**5k input units**  
to produce face shields



## Technology and testing

The Humanitarian Actions Committee joined the Brazilian Institute of Petroleum and Biofuels (IBP) and the private sector to support "Dados do Bem", a tool developed by doctors, researchers and scientists, which uses data intelligence to analyze the evolution of immunity in the population.



**U\$100k**  
spent on  
innovation



**+25k**  
quick test kits  
donated



**2,000**  
employees tested and  
**5,750** tests carried out



# Social engagement

Access to clear, accurate and correct information proved to be essential in the fight against the pandemic. We relied on constant communication to keep the local community informed and aware of protection measures and ongoing campaigns.

## COMMUNITIES

- **Reinforced communication with the community** in partnership with Mayors' Offices through specific channels like loudspeakers on motorcycles, radio advertisement, and WhatsApp cards.

## CLIENTS AND PARTNERS

- **Letter outlining Grupo Prumo's position sent to partners, clients and contractors.**
- **Articles about actions implemented Against Covid-19** written for associations and partners' publications.

## CUSTOMIZED CHANNEL

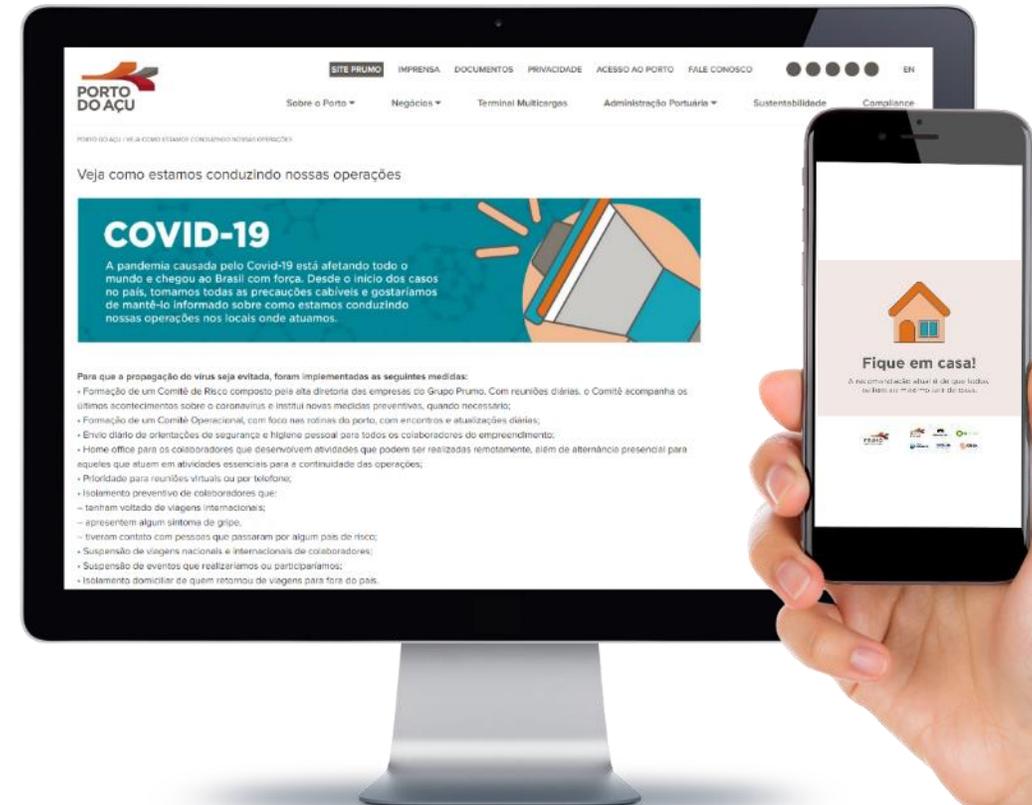
- **Customized customer service center on social media** to answer questions.

## SOCIAL MEDIA

- **Continuous awareness campaign** with overall safety guidelines.

## WEBSITES

- **Companies' websites updated** with specific page to report health and safety measures that were implemented.



## Safety of our people

Guided by the purpose of protecting employees' health and safety, the People Committee established measures to protect collective well-being and organizational performance during the coronavirus pandemic, with the basic premise of guaranteeing all jobs.

- Adoption of **Remote Work Policy** with financial support and more flexible benefits, reducing the number of employees in all activities and operational fronts, and halting work at administrative offices.
- **Suspension of trips, visits and events.**
- Adaptation of **Quality of Life Program**, encompassing actions to support employees during the pandemic through physical and mental health initiatives, as well as professional and personal balance programs.
- Implementation of **online platforms for medical and psychological appointments.**
- **Financial recognition** for frontline workers (bonus).
- Implementation of **healthcare and hygiene protocols** in line with practices established by Brazil's Ministry of Health and the U.S. Centers for Disease Control and Prevention, with technical support from institutes that are benchmarks in healthcare in Brazil.
- **Constant communication and dialogue** at all levels of the organization, keeping employees up to date on the pandemic's news and reinforcing preventive measures.



**+80% employees**  
working remotely



**+180 employees**  
enrolled in online psychology platform and 300  
sessions carried out



**+400 medical appointments**  
carried out online



**+2,250 tests**  
to check for COVID-19 among employees

# Operational continuity

The Operational Committee (which relies on the collaboration and involvement of all the companies with facilities in the port) defined and implemented measures to adapt operations, seeking operational continuity in a safe manner.

- Routine meetings by the **Operational Committee**.
- **Protocols and Contingency Plans** set up, with related prevention and control actions, pursuing law-abiding service based on the best international practices:
  - Communication and guidance
  - Access screening
  - Transportation and cafeterias
  - Social isolation and medical service
  - PPE utilization
  - Crew boarding and de-boarding
  - Work on board
  - Emergency response
  - Hygiene and disinfection
- **Working hours revised** to reduce crowding and use of common facilities and transportation.
- **Screening Center** set up to access the port, with epidemic questionnaire and temperature check, prevention guidelines.
- **Monitoring and integrated reporting** of Covid cases and **interaction with local and national sanitary agencies**.



## Employment guarantee and funds

The Financial Committee focused on allocating resources for actions carried out by the other Committees and actions needed to protect jobs and fulfill existing contracts, ensuring that the pandemic was addressed while balancing the company's financial health and business continuity.

- **Zero layoffs** or contract breaches
- Restriction of non-priority expenses
- **Funds provisioned to implement measures** to protect employees' health, maintain jobs, and fulfill our social commitment of being involved with the community
- **Compliance and full preservation of contracts with local workers**, support to hiring alternatives in the region to prop up the local economy
- **Early payments** to smaller suppliers
- **Relationships with organizations to strengthen humanitarian actions**



**U\$1 million**  
on local humanitarian efforts



**U\$500.000**  
on safety of our employees



**U\$300.000**  
on measures to maintain operations

## International and National Cooperation

In pursuit of shared experiences and collaboration between different ports and industries, the Port of Açú has created forums and joined and inter-sectors discussion committees.

At the international level, the Port of Açú fostered the creation of the COVID-19 task force of the International Association of Ports and Harbors (IAPH). The task force was created to analyze and manage the pandemic's impacts on the global port sector. We coordinated the task force in order to collaborate with the global port sector by surveying and continuously monitoring the impacts of the pandemic worldwide and sharing the industry's experiences in actions to address the health crisis.

At the national level, it worked with the Association of Private Terminals – ATP in setting up a benchmark among domestic Private Terminals and creating a dashboard with all initiatives adopted by terminals in the fight against COVID. Subsequently, the work was shared with the Ministry of Infrastructure and the National Waterway Transportation Agency - ANTAQ to spread good practices against COVID throughout the Brazilian port system.

The Port of Açú was in active interaction with the National Sanitary Surveillance Agency and with local epidemiology officials to share information and protocols, aiming to enhance overall knowledge and its own protocols.



## Results

The COVID-19 Pandemic brought unprecedented challenges to the world. In the beginning of the pandemic, the Port of Açu set up Crisis Management at top management level with the goals of caring for people, supporting the community, ensuring safe operational continuity and the company's financial health.

Our efforts, in line with our values and ESG strategy, showed the importance of Port Administration as an integration agent, promoting collaboration between different players in the region.

The results achieved by mitigation actions in 2020 will leave a legacy for the port and region. However, the pandemic is not over yet. The structures and trust-based relationships that were created will support the continuity of the port's operations in balance with community protection and local development during the next phases of the pandemic and beyond. The "new normal" will be even more integrated, collaborative, ethical and responsible.

In addition to new trust-based relationships and integration with the entire port community, new operational records achieved by the Port of Açu in 2020 are among the many results that show the assertiveness of mitigation actions. It reached the highest volume of cargo handled since its operations started, climbing to 54.2 MTA in 2020 from 43.3 MTA in 2019.

The Committees continue to work in 2021. The Port of Açu is monitoring and following the evolution of scientific knowledge and seeking innovative solutions to address the pandemic.

