

Annual Report

2023





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Welcome to the chapter dedicated to Libraport's essence. In it we will dive into the history, the structure and the values that define who we are as an Integrated Customs Logistics Center. From our visionary leaders to our mission to facilitate global trade, join us in exploring what makes Libraport a company that sets the standard for the sector.



# Libraport

# A Message from Our CEO

This is more than a simple account of data and achievements. It is a testament to the collective effort, resilience and strategic vision that propelled our progress throughout the year.

*I would like to start this Annual Report off by proudly introducing a look back at 2023: A year of challenges, opportunities and much learning in the day-to-day business of our company.*

*In addition to providing a macro view of numbers, results and advances, this year in review allows us to conclude that the commitment displayed by each member of this complex machine that is Libraport is what brought us to this unprecedented page in our history. Collectively, we can be certain that the resilience, teamwork and creative contribution of all of those who are with us allowed this progress to happen.*

*And it would be impossible to mention the 2023 results and our journey of improvement without our employees at the center. From operations to administration, each sector and team was fundamental to our achievements these past 12 months. The path to our constantly evolving service and partnerships is propelled by both those on front stage and those on back stage of the company. They all do a prime job, the changes and transformations that the market requires notwithstanding.*



*As we dive deeper into this report, I would like to invite all readers to reflect on our milestones, on the challenges we have overcome and above all on the things we have learned and that push us forward. We find ourselves on the cusp of new horizons, and we are ready to write a new page in our company's exciting history.*

*I would like to thank all of those who were, and still are, a part of this history: Customers, employees, executives, agencies, authorities, partners, and suppliers. Together we can turn dreams and ideals into real projects. We can grow even greater for the sake of a bright and promising future for our business and our achievements in 2024.*

*We look into the future with the confidence and the potential needed to explore opportunities and keep building our legacy. Please join us in the following pages as we look back at Libraport in 2023.*



**Bruno Barbosa**  
Chief Executive Officer

“  
Together we are stronger and capable of turning dreams into reality.  
”

# 2023 Management

Over this past year, our management was focused on overcoming challenges, identifying opportunities and establishing guidelines to promote continuous growth and excellence across all our areas of operation.



**Alexandre Manhe**

Head of Administration, Finance & HSEQ

*Manhe manages the HSEQ, Information Technology, Legal and Controllership activities to ensure that the company stays abreast of the changes and trends in the foreign trade market, especially during update periods.*



**Clayton Rodrigues**

Manager of Governance & Enterprise Relations

*Rodrigues is responsible for Governance & Enterprise Relations at Libraport. His duties include ensuring customs compliance, AEO Program certification and establishing connections between Libraport and the market as well as with government agencies such as the Revenue Service, MAPA and ANVISA.*



**Luciana Oliveira**

Head of Commercial, MKT & Customer Relations

*Oliveira leads the Strategic Marketing, Commercial & Customer Relations teams so that Libraport constantly increases its brand presence in the market and grows its customer portfolio.*



**Elisandra Spessoto**

Manager of People & Management

*Spessoto oversees Libraport's People & Management, responsible for planning and executing actions with a view to developing the skills of our company's employees.*



**Rafael Balau**

Head of Operations

*Balau manages the Operational, Customs, Planning, Maintenance, Transportation and Property Security teams, departments that are part of the internal operation of our activities and of the services we offer to customers and partners.*

“ Commitment and skills are the backbone of our success. ”



Pleased to meet you, we are **Libraport**

### Mission

Offer integrated, customized, efficient and sustainable logistics solutions for foreign trade flows.

Cultivate trusting relationships with customers and partners, and get to know their businesses to, using logistics intelligence, develop solutions capable of producing "Good Growth."

### Vision

We are passionate about the idea of growing together with all those we have a relationship with.

We believe in growth that is in harmony with the environment, that values life and people and that also improves society.

This is how we want to create, innovate and make a difference in all the sectors in which we operate.

### Values

- Ethics
- Entrepreneurship
- Diversity
- Excellence
- Innovation
- Passion

# Business Areas

## Bonded Warehouse



Spanning a bonded area of more than 90,000 sq. meters, four fully-equipped warehouses and a large yard for vehicles and containers, our structure makes us the best and most complete Multimodal Customs Logistics and Industrial Center in Brazil when it comes to serving different segments, including special cargo that requires temperature control and chemicals.

## Accessory Services



Accessory services add value and reduce the time it takes for goods to be made available to end customers.

These services include tagging, inspection, import screening and many more.

## Libraport VMI



Libraport VMI (Vendor Managed Inventory) is a service offered to importers and exporters who need to store a wide variety of items sold. Through it, these items are kept available in Brazil and do not need to be nationalized immediately.

This service allows delayed tariffs on goods, and the option for split nationalization, in addition to re-exporting and improved cash flow for customers.

## Libra Express DTA



Our DTA transportation is AEO certified and was created as a solution to prevent high tariffs and avoid sluggish airport operations.



## Control Tower



Our Control Tower monitors specific types of cargo inside Libraport, from customers and specific goods. The Tower, which is linked to our CR (Customer Relations) department, supervises these products and monitors them from the moment they arrive at Libraport and during the period they are kept in our warehouses. The Tower also serves to bridge communication between customers and ourselves.

## General Warehouse



With more than 16,000 cubic meters of extra storage, this structure stands at the ready to receive a wide variety of goods that our customers entrust us with and to provide different services such as sorting and picking, kit assembly, tagging and others.

*"2023 was a thrilling year for us! We're excited about the launch of these new services that elevated and were added to our new portfolio to make it even more integrated. By expanding Libra Express we are now better able to meet the unique needs of our customers, thus reinforcing our position as a company that sets the standard for logistics. The introduction of the Control Tower allowed us to manage our operations more efficiently and in real-time., while the opening of the General Warehouse increased our storage capacity, offering customized solutions to anyone looking for our services."*

**Luciana Oliveira**  
Head of Commercial, MKT & Customer Relations

## Libra Express Door Delivery



This new transportation mode was implemented in 2023. A service that splits the delivery of nationalized cargoes or cargoes stored in our general warehouse to our customer's plant. With it, we deliver an integrated foreign trade logistics chain.

## Libra Express



### Santos Coastal Area

We have added to our services catalog the DTA transportation for the Santos Coastal Plain Area. This service specializes in maritime cargo arriving from the ports of Santos and Guarujá.

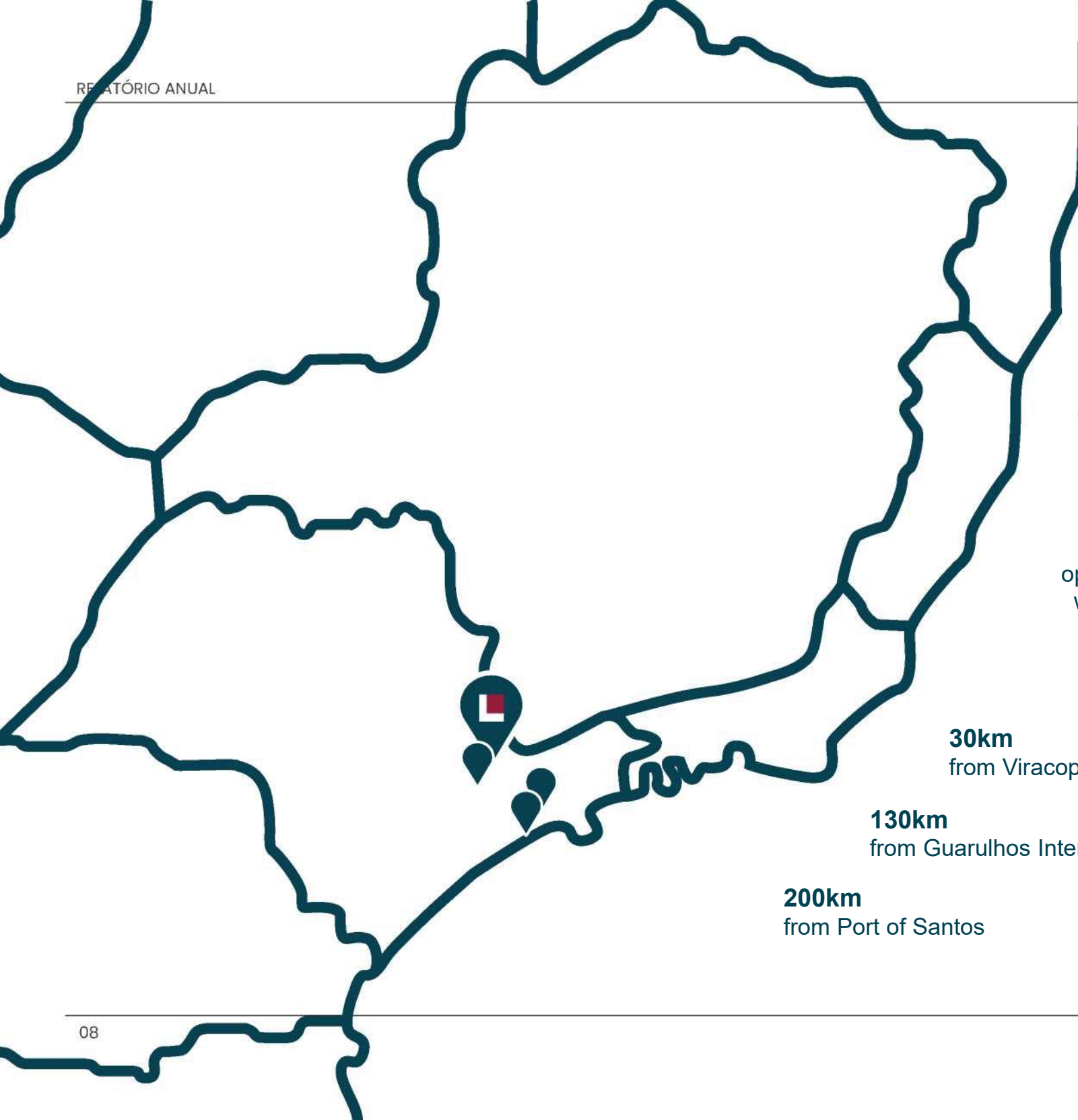
## Libra Express Export



With the inclusion of the DAT mode, we offer a service that allows cleared cargo to be moved and to be shipped to airports for exporting.

# Strategic Location

Strategically located in one of the largest industrial hubs in Brazil near Viracopos and Guarulhos international airports, Libraport Campinas is a multimodal Customs Logistics and Industrial Center featuring a complete structure and that operates in a full variety segments dealing with cargoes coming from or intended for other countries.



**30km**  
from Viracopos International Airport (VCP)

**130km**  
from Guarulhos International Airport (GRU)

**200km**  
from Port of Santos



4,744 pp

4,200 m<sup>2</sup>

## Warehouse 01

From its construction, Warehouse 01 became Libraport's most versatile facility. Featuring a full structure, this warehouse can handle from small quantities to large-volume cargo. In addition, Warehouse 01 is equipped with a safe to store high added-value goods as well as a separate area intended for exports.

## Warehouse 2

The best choice for storing goods that require temperature control. Warehouse 02 is certified by the Brazilian Health Surveillance Agency - ANVISA to ensure proper handling of items that contribute to human and animal health and wellbeing, such as medications, medical supplies, cosmetics, food and controlled substances.



5,193 pp



8,400 m<sup>2</sup>

# Warehouse 03

With its versatile profile, Warehouse 03 has a structure that is ready to receive all sorts of goods. Its special features are an area intended for receiving and storing chemicals, with waterproof flooring and containment barriers, and a structure ready for sorting and picking goods, with a focus on the automotive industry.



5,880 pp



5,000 m<sup>2</sup>

RUA 13 IMPAR

RUA 14 IMPAR

RUA 14 PAR


RUA 15 PAR

Opened in 2014, Warehouse 04 has a 100% verticalized structure that is ready to meet the needs of the high tech segment, including an area for inspecting and testing parts and components.

Additionally, available in Warehouse 04 is a dedicated private area where federal government health surveillance inspections are conducted to validate animal products intended for human consumption. We are pioneers in offering this type of resource in a secondary zone.

# Warehouse 4

 14,019 pp

 10,000 m<sup>2</sup>



In this chapter we will take a close look into our commercial and operational performance, and the strategic investments that shaped our year.

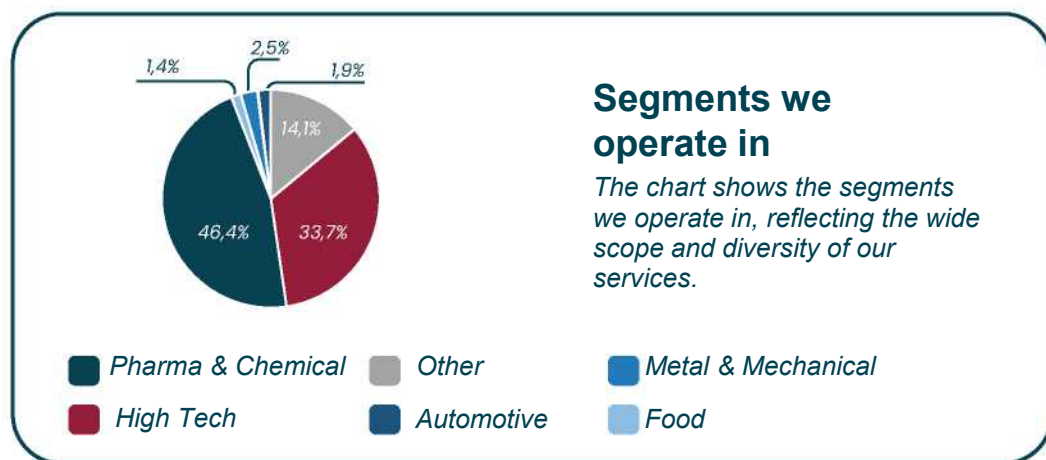


# Results

# Commercial

Driven by our team’s innovation, resilience and untiring, we reached significant milestones that not only reflect our strength as a company, but also lead our vision for the future.

The numbers tell a story, but behind each figure lies the commitment of a team that believes in the transformative potential of teamwork.

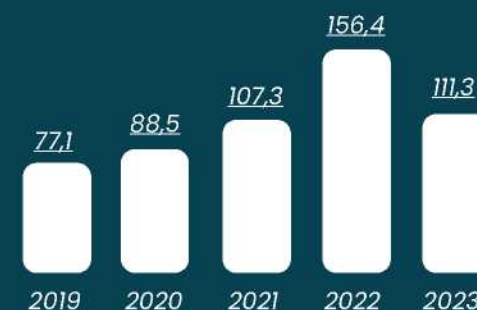


We focused our efforts on expanding our presence in the human and animal health, high technology, chemical and food sectors. This strategic orientation reflects our continuous commitment to sustainable growth and to excellence in fields that we consider essential for the future of our company.

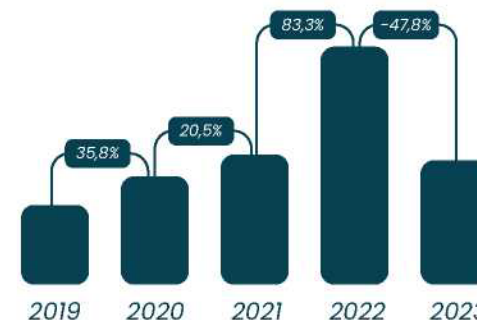
## 2<sup>nd</sup> all-time highest revenue in Libraport's history

### Gross Revenue (BRL MM)

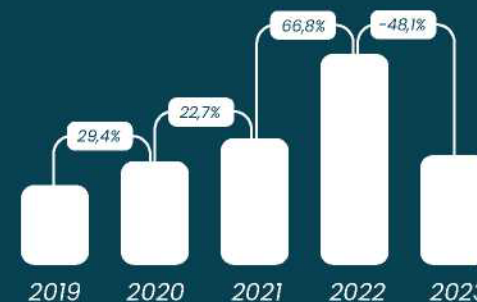
#### Average Annual Growth of 14%



### Net Income



### EBITDA





# Libraport Connection

In 2023, we continued our mission to create and strengthen long-lasting connections with our Customers and Partners, which are one of the pillars of our entire business. Thus, Libraport Connection was continued after the first edition in 2022 — this time split up into smaller editions, which nurtured the scenario until the final, year-ending event at Royal Palm Hall.

Joining us were illustrious speakers who presented, explained and discussed subjects concerning our segment and helped our guests understand topics that were intrinsic to Brazilian foreign trade in 2023.

“

Committed to our motto **Customer Focus**, we cherish the dream of creating connections and strengthening our bonds with our partners to unfold, together, a new story.

”

Intended to strengthen our relationships and providing Customers with moments of knowledge, Connection is one of our value tools for mutual contribution and engagement with those who work alongside us on a daily basis and drive transformation in our business. For 2024, we have an even greater desire to add and contribute to clarifying the topics that surround our work.

### MAPA Edition

Held in May, the Connection that kicked the year off was hosted by Dr. Rita Lourenço, the Head of International Agricultural and Animal Health Surveillance (Vigiagro) at Viracopos Airport. Representing the Ministry of Agriculture and Livestock, Dr. Lourenço discussed what this agency has in mind for 2023.



### RFB Edition

In July, Libraport welcomed Federal Revenue Service auditors Renato Lourençon and Regis Nascimento, to explain the workings of CCT Air, a cargo and transit control mode which came into effect in August 2023. The guest auditors elucidated the standard and answered questions from the audience, both in-person and online via broadcast.

We connected  
**1000+ people**



### ANVISA Edition

In its first version as a round-table discussion, Connection featured four speakers: Liana Montemor, Kleber dos Santos Fernandes, Ricardo Miranda and Fernanda Khamis. They got together to talk about RDC 430, a standard that established new requirements for distribution, storage and transportation of medications in Brazilian territory.

### End-Year Edition

At Royal Palm Hall, Libraport welcomed customers, partners and prospects for a special dinner event to close out 2023 with, preceded by a lecture delivered by economist Teco Medina about the Brazilian economic scenario for 2024, using data and research. This celebration event completed the series of meetings that we had over the course of the year.



*"Libraport Connection in 2023 was an exciting journey of learning and connections. Each event, thoroughly planned, was intended to strengthen our ties and offer valuable experiences. The event at Royal Palm Hall was more than a celebration. It was a moment of gratitude for the bonds we have forged and of enthusiasm for new connections in 2024. Together we created more than events — we have created important memories for our story."*

**Luciana Oliveira**  
Head of Commercial, MKT & Customer Relations

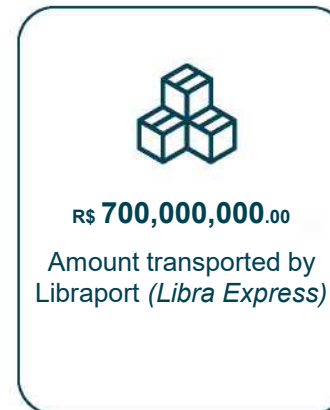
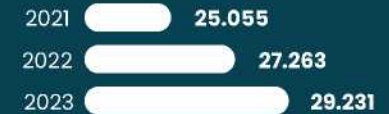
# Operational

Year after year we think of how quality service to customers can exist and evolve continuously, especially if we are to think about the processes that take place between the walls of our warehouses.

2023 was a time to perfect Libraport's way of doing in this aspect, as we overcame challenges and interpreted each result coming from what we do.

*"In a challenging year, our operational numbers reflect the resilience of our team faced with obstacles. The implementation of strategic initiatives brought about significant improvements to efficiency and quality. However, we recognized the operational challenges we have encountered. With continuous dedication and innovation we are in a position to overcome these predicaments, ensuring not only our operational stability, but also the future growth of our company."*

**Rafael Balau**  
Head of Operations



# Investments

At Libraport, we care about and pay due attention to spaces, projects and facilities that demand improvements and innovations. Therefore, investments in the company have been present every year, and 2023 was no exception.

Throughout this year, Libraport concentrated efforts on internal investment strategies, allocating resources and expertise to drive structural improvements and growth opportunities inside the organization.



*We invested*  
**R\$4,000,000.00**

*"This year, we directed our investments to significantly improve our operational infrastructure. These actions are milestones that evidence our commitment to ensuring efficiency, reliability and innovation in every single aspect of our operations. These initiatives not only strengthen our present, but also put our company in a position for a future that is operationally solid and technologically advanced."*

**Rafael Balau**  
Head of Operations

Reflooring of Yard  
at Warehouse 3

**R\$ 1 MM**

**R\$ 545 K**

New Electric  
Power Generators

Optical  
Character  
Recognition  
Project

**R\$ 430K**

**R\$ 287 K**

Infrastructure  
Network  
Expansion

New Devices  
Update

**R\$ 116 K**

# Innovations

## PROGRAM EUREKA

Program Eureka represents a channel dedicated to recognizing and encouraging the valuable improvement suggestions from our employees.

This program was strategically conceived to value and celebrate the creativity, originality and proactive thinking within our staff. By offering a platform where they can share innovative ideas, Program Eureka is not only recognizing in-house talent, but also promoting a culture of collaboration and stirring an entrepreneurial mindset in our teams. Each suggestion we receive means more than a simple idea — it is a step towards improvement, propelling us along a path of constant excellence and progress.

**Highlighted in this section are not just technological advances or disruptive solutions, but also the way how Innovation became an essential attribute of our company.**

It is the fuel that drives our ability to think outside the box, to explore new perspectives and to create positive impact, transforming challenges into opportunities. In this section you will learn how Innovation is more than a practice. It is an integral part of our identity. It shapes the way we operate and lead in a relentless search for a better and more promising future.

**79**   
**projects signed up**

32 awards in  
progress

# Control Tower

Libraport's Control Tower, which operates jointly with our Customer Relations team, monitors cargoes from the moment they arrive in Brazil.

# General Warehouse

The General Warehouse was one of the new services introduced in 2023, to increase our capacity even further. Kept in it are numerous cargoes from third parties.

The warehouse, like the other Libraport facilities, is located near major hubs and airports in the state of São Paulo. This facilitates the transfer our customers' goods.



1,200 pp



16,000 m<sup>3</sup>

A nighttime photograph of a large industrial building, identified as a LibraPort warehouse. The building's facade is dark, but the 'LibraPort' logo and 'CAMPINAS' are brightly illuminated in white. A vertical sign on the side of the building reads 'Armazém 4'. The scene is lit by streetlights and building lights, creating a high-contrast environment against the dark sky. In the background, a road with a sign and some vehicles is visible.

**LibraPort**  
CAMPINAS

## 24-hour Operation

Intended to improve our internal services and devote even more attention to our customers' cargoes, our operations take place in a 24-hour cycle at Libraport facilities. In 2023, we implemented a 3<sup>rd</sup> shift in our warehouses and security, so that the goods kept here are properly taken care of and supervised as needed each and every single moment during the day or night.



# Libra Express

Launched in 2023, the DI Transportation ("Door Delivery") and the DTA Santos Transit are services we offer as part of Libra Express.

Through them we offer solutions for customers to avoid tariffs and potential delays when transporting cargo arriving in Brazil. DTA-Santos is responsible for connecting the Santos Coastal Plain Area to Libraport facilities in Campinas  
Campinas, for shipments that have yet to be nationalized; and Door Delivery transports cargo from customers who have their goods at Libraport directly to the doors of their respective companies around the region.



# Commitments

We at Libraport strive every day for excellence in our work. As we develop our activities and store products from different Customers and Partners, we want to maintain the highest standards of quality across the entire process.

For this reason, it gives us a sense of fulfillment when we are recognized for what we do. In 2023, we excelled with certifications that once again proved our skills and our contribution to the bonded warehouse segment.

As we earn these accolades, we realize that the work we do will be constantly evolving and being perfected so that we can serve all those who trust us with growing credibility.



## Warehouse Best Practices for Medications and Pharmaceutical Supplies, from ANVISA

A testament to the quality of our operations and to our compliance with the best practices in warehousing of products from this sector. This certification requires in-depth studies of internal processes and extensive knowledge of the laws that regulate this activity.



## 2023 Sindusfarma Award 2<sup>nd</sup> Place

After taking 1<sup>st</sup> place two times in row, we were awarded with the silver statue last year – thus reaffirming our commitment as a service provider that excels at compliance with the standards required in the pharmaceutical industry.



## International Rec Standard Certificate

Sustainability is a factor of utmost importance to us. And in 2023 we were recognized for our use of 100% clean energy at Libraport and for reducing CO<sub>2</sub> emissions by 103.8 metric tons in our operations. The International Rec Standard certificate is proof of our ubiquitous concern for the environment.



Join us as we explore initiatives from People & Management, our Internship Program and the numerous projects developed for our employees. Learn how we invest in the personal and professional development of each individual that is part of Libraport.



# People

# People & Management

The People & Management department is the cornerstone that drives development and excellence at our company. Responsible for nurturing talent, promoting an inclusive environment and strengthening our organizational culture, P&M plays a crucial role in the success of our team.



**164**  
Total active employees

**+13%**



**59**  
Total number of women in our staff

**+34%**

*"We are a diverse group, with many different accents. Here people from all generations, origins and beliefs exist together in harmony and utmost respect. In our staff, for example, we welcome people with disabilities and encourage their professional growth. And in relation to the total number of professionals with Libraport, women now account for 35%, up from 29%, of the staff at Libraport. This growth, which includes spaces that before were occupied by men only, brings benefits such as better attention to detail, promotion of simple wellbeing actions, and mutual respect (one of our attributes)."*

**Elisandra Spessoto**  
Manager of People & Management



**4,008 hours**  
training activities

This initiative reflects our continuous commitment to promoting individual and collective growth, preparing our team to face challenges, innovate and keep the prominence in their respective roles. We believe that investing in training and development is crucial for continuous improvement within Libraport's teams and for the long-term success of the company.

**AMCHAM**



**Our internal training and development opportunities are many. We are members of AMCHAM Campinas, YPO, ABEPRA, Logcomex and CIESP Campinas, which offer online and in-person events about topics related to our business. In addition, we offer numerous training activities to perfect our team. Also, we maintain a partnership with CONQUER School and other institutions to promote specific and tailored training activities.**

# Internship Program

With a view to developing young talents at Libraport, we started our Internship Program in 2023 by bringing in interns at multiple departments of our company. This way, different sectors were able to receive new employees who, during everyday work with us, can enrich their knowledge outside college classes.

This past year, we onboarded interns in our People & Management, Operational and Operational Intelligence, Marketing, Commercial, Legal, Information Technology, HSEQ and Controllership departments.

*"We believe that investing in the development of young talents will not only enrich our workplace environment but also promote an exchange of valuable ideas and experiences for both sides. We are committed to providing interns with a meaningful and guided experience that will prepare them for the challenges of the job market at the same time they contribute actively to our projects and goals."*

**Elisandra Spessoto**  
Manager of People & Management



8



new  
interns

*"We have a continuous commitment to cultivating a culture of learning, growth and innovation at Libraport"*



# Relationship with Employees

In its continuous journey of Good Growth, Libraport has reaffirmed its unfaltering commitment to the wellbeing and development of its employees. We believe that organizational success is intrinsically related to the quality of the relationships we foster internally. This section of our yearbook is dedicated to highlighting the programs and initiatives that make Libraport a dynamic and welcoming environment where each member of our team both contributes and prospers.

Our employees are the life force of Libraport. It is based on this premise that we invest in innovative programs to enhance their professional experiences. Each name in our great team is a gear that, acting collectively, makes the company work.

From warehouses to meeting rooms, each contribution was a pillar that was fundamental for the progress we achieved. And we firmly believe that it is this synergy and combined efforts that puts us on the path to success.



“ We understand that a healthy workplace environment is not just an achievement, but rather a continuous Journey. ”

## DESTAQUE DO QUADRIMESTRE

9 award winners

“Employee of the Quarter” is a recognition granted by managers to employees who, showing exemplary dedication and remarkable effort, drive the continuous growth of our company. We congratulate these professionals for their exceptional commitment and contribution to the success of the team and of the organization as a whole.



“Chat & Coffee” provides a diverse audience coming from different sectors with a chance to explore the day-to-day life of our executive managers. This program not only opens the door to transparency, it also encourages active participation, opportunities for people to ask questions and engage in enriching dialogue.



## LIBRAPORT KIDS

A program designed with love for our employees' children. During a special day filled with fun, games, friends and presents, we seek to create fond memories with the children. More than that, the goal is to deepen their family ties, promoting warm integration and stronger bonds between families and the company. This initiative not only celebrates the importance of life outside work, it also underpins our commitment to the happiness and the work-life balance of our employees and their families.



As part of our commitment to our employees' families, at the beginning of each year we gift school supply kits to children in 1<sup>st</sup> through 9<sup>th</sup> grades. This initiative is meant to support access to education by offering tools that are appropriate to education and showing our concern for the wellbeing of each member in our team.



## LIBRAPORT EDUCA

Similarly, we support and encourage our employees in their search for knowledge. Through the "Libraport Educates" program, we subsidize technical, undergraduate and graduate programs, promoting an opportunity for them to expand their knowledge and boost their careers. Our investment reflects the value we place to the professional growth of member in our team.

**11**  
people benefited

“ This is a firm statement of our commitment to continuous development, strengthening the foundations for a successful future together. ”

## LIBRAPORT TREINA

Offering behavioral and technical training, we highlight the value we place on internal knowledge.

Dedicated employees lead sessions, multiplying learning among teams.

Additionally, we promote lectures and workshops and establish valuable partnerships, expanding the range of training and development opportunities even more.



*We are committed to providing broad support to our employees and their families. Through this telephone service called "In Line with You," we offer psychological help, and financial and legal aid. We are always by the side of those who are part of our team. This is a dedicated support so that we can face challenges together.*



*The "Young Talent Workshop" is a program intended for them to enrich their professional background and cultivate essential skills before joining the job market. It is a program dedicated to shaping talents and preparing the professionals of tomorrow.*



**promotion and meritocracy**

*We prioritize the growth of our employees as a fundamental pillar to achieve our company goals. Therefore, we are always on the lookout to offer opportunities to boost their professional development and progress.*



*In 2023 we were happy to honor **16 employees** who reached multiples of 5 years dedicated to our company.*

*"Years of Service" is a program created to celebrate these remarkable achievements as recognition and appreciation of the successful journey and commitment that each member of our multiple and talented team.*



Learn more about our internal development program and find out what attributes set us apart in the market. Prepare to dive into our vision, mission and values — the pillars that guide each initiative and decision we make.



# Identity

# Culture

In 2023, Libraport's Digital Fingerprint made greater advances towards its consolidation and strengthening. Throughout the year, the internal activities that foster our culture saw new developments, intended to reflect our mission, vision and values and the guidance we base our work on.

“*We have reaffirmed our commitment to keeping a corporate culture that inspires, motivates and strengthens our brand*”

*"The culture development program at Libraport was a fundamental pillar over the course of this year. It ingrained and strengthened our values and corporate identity. With strategic and engaging initiatives, the program was intended to consolidate a solid organizational culture, in line with our goals and fundamental principles. Through activities, workshops and events we promoted integration, diversity, respect and innovation, creating an environment conducive to our employees' professional and personal growth.*

**Elisandra Spessoto**  
Manager of People & Management



**IMPRESSÃO  
DIGITAL**

**Our Digital Fingerprint are our attributes.  
They reflect our mission, vision and values, and  
guide the behaviors of Libraport's team.**

# Company Attributes

## Value Creation

*We impact the development of the country, offering differentiated solutions, adapting to the needs of our customers and providing positive experiences with the quality of our deliveries and ownership mindset.*

## Consistency

*We make assertive decisions, acting with operational efficiency and ethics, and putting resources to better use, ensuring the continuity of our business.*

## #PassionToServe

*Providing a service of excellence, with a desire to improve every day, adapting to changes in the market and focusing on meeting the needs of our customers.*

## Credibility

*We are the result of our daily efforts, based on ethics, transparency, assertive communication and integrity in our relationships and partnerships.*

## Collaboration

*We believe in the synergy between our teams and in the cooperation with customers, partners and agencies to foster development across the entire business chain.*

## Innovation

*We undertook to set the standard for the market, with the best practices, certifications and technology, with a view to developing and offering customized solutions that ensure process efficiency.*

## Respect

*We don't judge! We promote a welcoming and opportunity environment that learns from mistakes and successes, committed to respecting differences, turning them into competitive advantages.*



# Relationships

This chapter is an opportunity for us to take a close look into the solid and long-lasting bonds that we have crated along our journey. From our commitment to environmental preservation through to our corporate governance practices, we will explore how we nurture our relationships with customers, communities and partners based on integrity and trust, with a view to a positive and sustainable impact.



# With the Environment

Our commitment to preserving the environment is extremely important in our day-to-day activities. This way, we seek to evolve and look continuously for ways to reduce our use of non-renewable resources and to find more sustainable solutions in our daily operations.

*"During this period, we focused our efforts on improving our operating practices to align them to the highest environmental standards. We implemented measures intended to significantly reduce our impact on the environment, with a focus on responsible management of natural resources, on reducing carbon emissions and on efficient management of waste."*

**Emerson Silva**  
Coordinator of HSE



**-8,8%**  
93 t

Total (kg) material recycled correctly.



**+13,2%**  
2.617 kWh

Total use of electric power 100% free of CO<sub>2</sub> emissions.



**-5,2%**  
3.535 m<sup>3</sup>

Water use, out of which 480 m<sup>3</sup> were reused in toilets.



**-4,2%**  
7.028 (kg)

Use of less polluting fuels.



**100%**

Compostable cups.



# With Quality

To think about our internal processes is also to think about the level of excellence that they must be executed with. This affects the safety, reliability and quality of our services directly. Therefore, Libraport's Quality Department has the constant mission to ensure that our work is up to date on market guidelines and that it measures up to what is expected of professionals involved in the logistics chain.

*Brazil's best  
bonded facility in a  
secondary zone*



## 1 Award

We secured a place on the podium for the third consecutive time in Sindusfarma Award and kept our title of best bonded facility.



## 9 Audits

Audits we went through with customers, certifying agencies and government agencies throughout the year.



## 6 Certifications

Our certifications represent our commitment to providing exceptional services.



*"In a year full of challenges, our search for excellence in quality was put to serious test. We have overcome hurdles with resilience, proving not only our commitment to certifications, audits and awards, but also our ability to evolve when faced with adversity."*

**Alexandre Manhe**  
Head of Administration, Finance & HSEQ

# Community

## Charitable Christmas

In another annual edition, our Charitable Christmas social action benefitted children who live in the neighborhoods near the company, in order to contribute to a happier year-end for families close to us.



**1000+ toys and chocolate panettonne collected**

With this, our wish is that charity and collective effort are always present, not only in the day-to-day operations of our company but also in the everyday lives of each one of those who are part of our business.

## \* Income Tax Pass-through

As part of our social commitment, we are pleased to announce that we part of our Income Tax was passed through onto non-profit institutions we believe in.

This practice reflects not only our role as a responsible company, but also the positive impact we seek to create on communities and important causes.



**R\$ 195 K**  
3% of taxes

*Instituto Saber Social; Grupo Primavera; Hospital Boldrini*

## Student Tours

In a continuous effort to promote integration with the community around us, we conducted a special program that invites local technical schools, NGOs and social projects to explore our bonded facilities. This initiative provides students with a rich experience that allows them to get to know firsthand our workplace environment, activities and facilities.

By giving insights into our daily operations, we want to inspire and contribute to the educational and professional development of young locals. This program reaffirms our commitment to the community and to cementing meaningful ties outside the company's walls.



\*Pass-through allowed based on Law 9249/95 Article 13 Paragraph 2 III a) b) c), and Law 13019/2014 Article 84 a) b), and the Culture Incentive Act - Law 8313 Article 18

# Community

## Municipal School

Neighboring Libraport are two schools, and we are always on the lookout for opportunities to support them.



This year we performed two actions:

We donated 100 liters of acai berries and supplements to the 357 children in these schools, to make their celebration of Children's Day even more fun.

We sponsored services to prune and remove trees from the yard of one of the schools, as they represented a fall hazard and put the children's safety at risk. Part of the building had been closed off after the trees were removed, but the area was reopened for use.

*"I was able to witness the positive impact firsthand. Taking a practical and broad approach we provide students with key foreign trade skills. I'm proud to see that half of our students managed to get a job after finishing the course. This validates not only the program's quality, but its transformative potential as well."*

**Clayton Rodrigues**  
Manager of Governance & Enterprise Relations

## Foreign Trade Assistant Course

We had an active part in conceiving, implementing and guiding the disciplines related to the business, in collaboration with SINDASP – the entity that represents customs brokers in São Paulo – and various government and private entities.

The course, led by SINDASP, resulted in the first class graduating in December 2024. The main purpose of this educational program is to train professionals for the foreign trade sector in our region.



**50%**  
of students obtained  
employment

\*Data provided by SINDASP



# With Safety

Safety, as an intrinsic factor to our day-to-day activities, is a topic we make a point of addressing at Libraport. With frequent and consistent actions, we have built and stressed awareness regarding the best practices that will ensure the safety and integrity of our employees.

Not only that, the reminder that we must put safety first is a daily task so that all can have a broad grasp of this subject at our company.

## Safety Tour

*The safety inspections at Libraport, also called safety tours, are crucial for examining our facilities. They allow us to identify conditions that could affect our employees and understand how to solve them. In 2023, we had a total of six safety tours.*

## Keeping An Eye Out For Risks

*This program features actions that guarantee increasingly lower incident rates, as we focus on prevention at all times. This year we had 20 reports.*

## Behavioral Remarks

*Conducted by all leaders, this is intended to recognize best practices by employees during their everyday job, with a special focus on promoting occupational safety. We ended the year with 103 remarks.*

*"Throughout the year we implemented robust occupational safety actions, thus reinforcing our commitment to the wellbeing and protection of our staff. These initiatives not only address regulations, but also strengthen our culture of safety, ensuring a healthy and productive environment. For our company, occupational safety is not just a priority. It is a fundamental pillar for the sustainable success and the integrity of our team."*

**Alexandre Manhe**  
Head of Finance, Administration & HSEQ

# With Governance

## Conduct and Integrity Program

As part of our integrated management system (IMS), we have a procedure that lists the values which guide the entire company with respect to business conduct and integrity.

## Ombudsman

Through the ombudsman channels, Libraport reinforces its commitment to ethics, anti-corruption practices and wellbeing at work. The entire process in these channels follows the standards established in legal procedures.

## Quality, Safety and Environment Policy

As an integral part of our IMS, Libraport has procedures and guidelines in place to meet the established legal requirements.

Presented here are the fundamental pillars that guide our corporate governance practices, showing how we incorporate these principles across all spheres of operation.



# Enterprise Relations

Starting 2023, we became part of the forum of the Brazilian Program of Authorized Economic Operator, committed to contributing to the analysis of demands related to the supply chain.

As the first Integrated Customs Logistics Center to earn an AEO certification, Libraport now occupies this space of responsibility to discuss viable processes and directions for the market, which includes our customers and partners. We are endeavoring to promote safety and agility in logistics operations. We are always looking for the best practices and innovative solutions to meet the demands of this sector and ensure excellence in the services provided to our customers.



*"It is a great honor for us to be chosen representatives of the forum of the Brazilian Program of Authorized Economic Operator (AEO) starting 2023. We are endeavoring to make significant contribution to the analysis of demands in the supply chain, promoting safety and agility in logistics operations. We seek to add value to the segment, upholding a continuous commitment to excellence and innovation."*

**Clayton Rodrigues**  
Manager of Governance & Enterprise Relations

Looking towards the horizon, this chapter invites us to explore the plans and strategies that will shape Libraport's future. Learn how we are preparing for the challenges and opportunities that present themselves as we advance, always upholding our commitment to innovation, to excellence and to continuous growth.



# Future

# Plans for the future of our business

During this period that is now behind us, at Libraport we were consistent in offering new services that reiterated our commitment as facilitators of the logistics chain.

DI Transportation, the Santos Logistics Corridor, the 24-hour operation, the Control Tower and the General Warehouse were some of the things that were introduced and affected our activities for the better. And now they are part of the portfolio we are able to offer to those who trust our work.

Furthermore, let us highlight the certifications we earned in 2023: ANVISA's Best Practices in Warehousing, International Rec Standard, Sindusfarma Quality Award, and our nomination as representatives of the secondary zone at the **AEO Consultive Forum** — all exceptional achievements that denote what we do, how we do it and why we do it with dedication and expertise.

2023 was a primal year for us to underpin some of the foundations that, together, make up the soul of our business. Looking towards 2024, we intend to perfect the things we already do, while at the same time think of what we can improve even more.

Much thought is given about ways to adapt to upcoming trends without losing sight of the traditional and celebrated excellence in service. For this reason, we envision a future in which we will continue to set the standard for the market while at the same time taking unprecedented steps, perfecting our services, best practices and legacy.

We will move forward with the goal of setting the example when it comes to our impeccable service, sustainability, governance, the way we interact with stakeholders, adding more and more value to our business. We will evolve day after day in our service and in the trust-based relationships we forged with our customers.

In spite of the uncertainties that the future might bring, Libraport realizes that quality work can overcome any challenge. In this regard, we put value and our Passion To Serve (our greatest attribute) into each operation, each service, each delivery. And thus, we must underline the presence (and welcome to) of committed employees who yearn for constant evolution. Without them, we would not be here.

It is with people and good growth in mind that Libraport has been fostering its 20+ year history.

We started off 2024 with the desire to reach new heights, in line with our mission to keep our already grandiose identity.

**#Passion  
ToServe**



**LibraPort**  
CAMPINAS

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