



STAKEHOLDERS RELATIONS POLICY

OF

AZUL S.A.

Approved at the Meeting of the ESG Committee
on February 22, 2022.

Stakeholders Relations Policy of Azul S.A.

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CHAPTER 1 –

PURPOSE

The purpose of this Stakeholders Relations Policy (“Policy”) is to establish the general guidelines for Azul S.A.’s engagement with its Stakeholders, in order to build a robust relationship and reinforce its commitment to all Stakeholders, based on the principles of ethical communication and transparency and in accordance with its Code of Ethics and Conduct and applicable laws.

CHAPTER 2 –

APLICACION

This Policy applies to all group companies and business units (including Azul S.A., Azul Linhas Aéreas Brasileiras S.A., ATS Viagens e Turismo Ltda., Azul Conecta Ltda., TudoAzul S.A., Azul Viagens e Azul Cargo Express, and its affiliates collectively referred to as “Company” or “Azul”) and its members (including the chief executive officer, executive officers, directors, managers, employees, aeronauts, aviators, interns and apprentices, as well as all members of the board of directors, collectively referred to as “Crewmembers”).

CHAPTER 3 –

NORMATIVE REFERENCES

The legislation, regulations and other instruments listed below, as amended, revoked or updated, integrate and complement the provisions of this Policy, as applicable.

Document Title
Code of Ethics and Conduct;
Business Partner Code of Conduct;
Related Party Transactions Policy;
Anticorruption Policy;
United Nations Sustainable Development Goals; and
Other policies and internal regulations approved by the Company and made available to all Crewmembers.

CHAPTER 4 –

DEFINITIONS

Stakeholders: Individual or group that has an interest in, or may be influenced by, any decisions or activities of an organization. The Stakeholders are all relevant publics that have a vested interest in a company, or even individuals or entities that assume some type of risk, directly or indirectly, related to the society at large.

Sustainable development: Development that meets the needs of present generations without compromising the needs of future generations.

Business partners: A third party in/with which a company has or plans to establish business relationship. Examples: suppliers, intermediary agents, unions, affiliated companies, beneficiaries in sponsorships and donations.

SDGs: United Nations Sustainable Development Goals.

CHAPTER 5 –

DESCRIPTIONS

5.1. THE COMPANY'S STAKEHOLDERS

Given the complexity of the set of activities developed by it, the Company interacts with a high number of Stakeholders, who may influence or be influenced by the Company's business.

The main Stakeholders may be grouped into the following categories:

- Crewmembers;
- Shareholders, investors and the financial institutions;
- Customers;
- Suppliers and Business partners;
- Government Authorities;
- Unions, Class Entities and Associations;
- Society at large.
- the Press.

5.2. PRINCIPLES

The Company promotes the following basic principles to ensure that its interactions with its Stakeholders occur in an ethical and transparent manner.

- **Responsibility:** act responsibly and build relationships based on ethics, integrity, sustainable development and respect for human rights and the communities potentially affected by the various activities of the Company.
- **Transparency:** ensure transparency in relationships, and in financial and non-financial communications, sharing relevant, complete, clear and reliable information.
- **Participation, engagement and collaboration:** encourage the engagement and dialogue between the Company and its Stakeholders so that social-environmental concerns are always aligned with the Company's strategic planning, contributing to sustainable growth, as well as promoting the values expressed by Code of Ethics and Conduct of the Company and the ODS.
- **Effective communication:** maintain effective communication channels to encourage engagement and permanent dialogue with Stakeholders, through meetings, discussion panels and surveys, consulting them about their opinions and expectations; Adopt measures to adequately process Stakeholders' demands, claims or inquiries, which must be treated with seriousness, respect and consideration; Claims or inquiries must be treated with respect and consideration; Actively provide clear and adequate information, considering the particularities of each Stakeholder, adjusting communication channels whenever necessary.

5.3. COMMUNICATION CHANNELS

Without prejudice to more specific communication channels, the Company establishes transparent communication channels and democratic forums to encourage permanent dialogue and trust between all Stakeholders, providing a clear and objective way for the submission of demands and complaints.

Corporate Area	E-mail
Investor Relations	invest@voeazul.com.br
Risks and Compliance	compliance@voeazul.com.br
Services/Customer Service	contato.site@voeazul.com.br
Sustainability and Social Responsibility	responsabilidadesocial@voeazul.com.br
Communications	imprensa@voeazul.com.br

5.4. RESPONSIBILITIES IN THE MANAGEMENT OF STAKEHOLDERS

The Corporate Risk and Compliance area is responsible for analyzing the relevant topics raised by Stakeholders and reporting them to the Legal and/or Investor Relations areas, as appropriate, as well as to the ESG Committee, if and when necessary.

5.5. REPORT OF ILLEGAL OR UNETHICAL BEHAVIOR

Crewmembers who believe that a violation of this Policy has occurred or may be occurring are required to promptly report such fact through the whistleblowing channel (Canal Confidencial), online through the website www.canalconfidencial.com.br/azul, or by phone at 0800 377 8050.

CHAPTER 6 –

APPROVAL

THIS POLICY WAS REVIEWED AND APPROVED BY THE ESG COMMITTEE ON FEBRUARY 22, 2022.