

MANAGEMENT POLICY

The main interest of TECNIRUTA-CONCISA, S.A. is to achieve the full satisfaction of its customers, all in a way that respects the Environment and guarantees the protection of the Health and Safety of the personnel through the integration of the prevention of occupational risks in the set of activities and decisions adopted.

This is obtained through the implementation of general objectives, the basis of the Management Policy, and specific objectives that are established and reviewed annually in the System Review by the Management to ensure continuous improvement.

These **general objectives** are mainly:

- a. Implement and maintain an effective Integrated Management System in accordance with the requirements of the international standards ISO 9001, ISO 14001, ISO 45001 and SQAS guide in force for multimodal transport activity.
- b. *Safety in transport*, a very important aspect given the nature of most of the products transported.
- c. *Compliance with the agreed deadlines*, understanding that our customers need the products transported at the exact time.
- d. *Prevention of failures and environmental pollution, with the aim of Zero defects*.
- e. *Quality of the product transported*, ensuring that the characteristics of the product at the time of loading remain unchanged throughout the service until delivery.
- f. *Quantity of the product transported*, so that there are no more losses of material in the service than those that, occurring in a controlled and natural way, are accepted for the correct transport.
- g. *Correct condition of the container in which it is transported* either owned by the client or TECNIRUTA-CONCISA, S.A., since the success of the service and the safety of the transport depend to a large extent on it.
- h. *Information to the client*, enabling the client to know, if he wishes, all the data that affect the service.
- i. *Quality in service provided*: with special emphasis on order processing and everything that affects the quality and safety of the service.
- j. *Compliance with legal requirements, including those relating to food hygiene (in the case of the food products division), contractual requirements, customer expectations and other applicable requirements*.

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- k. *Every employee has the duty and responsibility to preserve the health and safety of himself, his co-workers and any other person who may be affected by his activity at work, being prohibited the use or being under the influence of alcohol and drugs during the working day.*
- l. *Implementation and continuous training of personnel in improvement programs regarding Safety Behavior (CSS) and protection (of people and property against losses due to attacks or theft) aimed at positively influencing the behavior of drivers through observation, preparation, and communication.*
- m. *Firm commitment of the company in the fulfillment of its requirements in terms of Corporate Social Responsibility integrating social, labor, and human rights along with the concerns of safety, environment and governance in commercial operations and relations with its interlocutors.*
- n. *Guarantee and promote security in the field of Information and Communication Technologies, establishing procedures to prevent attacks and strengthening the ICT security of the Company, promoting the best practices of computer and information security: on the network, on devices, in the cloud and on the Internet. In addition, commitment to address the risks of technological innovations in the organization in order to prevent their impact.*



Jacobo Sitges Aparicio

Managing Director

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