

MANAGEMENT POLICY

The main interest of TECNIRUTA-CONCISA, S.A. is to achieve the full satisfaction of its clients, while respecting the Environment and ensuring the protection of the Health and Safety of the staff through the integration of occupational risk prevention in all activities and decisions taken.

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

These general objectives are, mainly:

- a) To implement and maintain an effective Integrated Management System in accordance with **the requirements of international standards ISO 9001, ISO 14001, ISO 45001, ISO 39001 and SQAS** guidelines in force for multimodal transportation activities.
- b) **Safety in our transport activity**, a very important aspect given the nature of most of the products transported.
- c) **Compliance with the agreed deadlines**, understanding that our clients need the transported products at the right time.
- d) **Prevention of failures and environmental pollution**, aiming at Zero defects.
- e) **Quality of the transported product**, ensuring that the characteristics of the product at the time of loading remain unchanged throughout the service until delivery.
- f) **Quantity of the transported product**, so that there are no more material losses in the service than those that, being produced in a controlled and natural way, are accepted for the correct transport.
- g) **Correct state of the container in which it is transported**, whether owned by the client or by TECNIRUTA-CONCISA, S.A., since the success of the service and the safety of the transport depend to a great extent on it.
- h) **Information to the client**, making it possible for the client to know all the data that affect the service, being duly informed at all times, if so desired.
- i) **Quality in the service provided**: emphasizing the processing of orders and everything that affects the efficiency and safety of the service.

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- j) **Compliance with legal requirements**, including those related to food hygiene (in the case of the food products division), **contractual, client expectations and other applicable requirements**.
- k) **All employees have the duty and responsibility to preserve the health and safety of themselves**, their co-workers and any other person who may be affected by their work activity, 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 programs to improve Safety Conduct (CSS) and protection (of people and property against loss due to attacks or theft) aimed at positively influencing the behaviour of drivers through observation, preparation and communication.
- m) Firm commitment of the company to comply with its **Corporate Social Responsibility** requirements by integrating social, labour and human rights along with safety, environmental and governance concerns in business operations and relations with its stakeholders.
- n) Ensuring and promoting **security in Information and Communication Technologies**, establishing procedures to prevent attacks and strengthening the Company's ICT security, promoting best practices in IT and information security. In addition, commitment to address the risks of technological innovations in the organization in order to prevent their impact.
- o) **Protecting people and safeguarding the integrity of High Value and Dangerous Goods against loss**, either by intentional destruction or theft. **Protection of digital information will be covered**, including ownership of information given into the custody of a logistics service provider.

Jacobo Sitges Aparicio (Managing Director)

January 31st, 2023