



## QUALITY AND ENVIRONMENT POLICY

### ➤ **Improve customer satisfaction**

Offering our customers the maximum guarantees on requested services, as well as the fulfilment of the assigned legal requirements.

➤ **To strictly fulfil the underwritten commitments, the Quality and Environment legislation applied as well as other requirements that the organization should acquire with third parties: customers, suppliers, organizations, and public administrations or individuals.**

We settle the right steps to guarantee that provided services will be performed in the best possible conditions, checking its performance with the help of a right planning and supervision of the services and always with the maximum fulfilment of legislation and respect for environment.

➤ **Prevention of pollution in basic activities of the company, such us warehouse, forwarding and customs and also giving the right response to possible emergencies.**

We keep the work center in good conditions regarding security and salubrity, we inform the staff and third parties which carry out any activity in our facilities and we will arrange the necessary measures to solve emergencies.

➤ **Continuous improvement of efficacy and productivity of the organization. To improve the management of the environmental subjects of the company and optimization of consumption of resources.**

To assure the efficacy of the activities developed as forwarding agent, warehouse and customs broker by means of an increase in the number of provided services, but this should not cause a reduction in quality services.

➤ **To encourage the reuse of most relevant residues as far as possible (paper, computers, toner, etc...)**

To work together with our customers, suppliers and subcontractors in order to solve the problems and reduce the environmental impact produced by our activities.

➤ **To support the professional curriculum of the workers.**

Providing the formation of them in order to achieve the right fitting to the established requirements adding up power to their capacity and professionalism.

The Management publicly compromises to improve and to facilitate all those initiatives that help the achievement of the proposed policy and continuously improve the efficacy of the Managing System.

Coslada, October 31st 2006

Antonio García Catón