

QUALITY POLICY AND ENVIRONMENTAL MANAGEMENT

EXPORTCARGO LOGISTICA INTEGRAL is a company dedicated to the transport of goods both nationally and internationally.

The comprehensive of **EXPORTCARGO LOGISTICA INTEGRAL** requirements are to achieve a higher quality in services to satisfy our customers and acquire a greater commitment to the environment; trying in this way, to involve towards continuous improvement.

To guarantee the high levels of quality of our services, encouraged by the satisfaction of our clients and in their continuous search for a better Service, as well as the implication for the decrease of the environmental impacts that our activity may generate. The management of the company has decided to implement at all levels of the organization, an integrated quality and environment system conform to the requirements of the **UNE-EN-ISO 9001:2015** and **UNE-EN-ISO 14001:2015** standards whose scope the **activity of forwarders**, this to **ensure the satisfaction of customers and the prevention of pollution in accordance with the established requirements**, **EXPORTCARGO** makes as **commitments**:

- Comply with the requirements established by the current regulations in this matter in the ISO 9001: 2015 and ISO 14001: 2015 standards
- Select collaborators who offer a high quality service to our clients, guaranteeing compliance with the established requirements.
- Information in real time, so that customers do not have to worry about tracking their Orders.
- Guarantee that the human resources, methods and equipment used are adequate to meet the objectives established by the standard.
- Bet on the best continuity of the processes and therefore, of the efficiency of the integrated system
- Systematize the internal management of the company so that the client obtains the best Service
- Concede and motivate the organization's staff about the importance of the implementation and development of an integrated quality and environmental management system as well as compliance with customer expectations, including legal, regulatory and others that the organization subscribes
- Bet on the rational consumption of natural resources, efficient waste management and the prevention of environmental contamination derived from our activity by controlling our significant environmental aspects.

This policy is understood, implemented and kept up to date at all levels of the organization, with the full commitment and support of the **EXPORTCARGO** management, who establishes it to achieve the following general objectives:

- Provide our customers with a quality Service through efficient management of their shipments under the conditions and deadlines established.
- Achieve a fluid relationship with the client that guarantees a quick reception and attention to their needs.
- Carry out an exhaustive follow-up of shipments, guaranteeing their arrival and quickly resolving incidents in case they occur

The specific **objectives** of the integrated system that are part of the general objectives of **EXPORTCARGO**, are defined each year and are detailed in specific programs for their achievement. In particular, responsible goals, execution deadlines and the necessary means to achieve them will be defined.

For this, the person in charge of the system will have the collaboration of the entire organization. All the people involved must reach the most intimate conviction that the promotion of quality and the environment is a commitment of all and that without the implementation of an integrated management it is impossible to achieve the objectives of growth and profitability

In Huercal Overa, the 16th October 2020

Manager

