

Company Policy

The management of **TANCOMED, S.A.**, aims, solely and exclusively, to achieve the full satisfaction of our customers by meeting their expectations service after service. Forwarding agent and logistics operator of chemical and foodstuffs goods by means of containers and tank containers. Transport of chemical and foodstuffs goods by road.

We have achieved this and will continue to improve it; applying our philosophy, based on the following points:

- Plan the activities of the integrated management system with a risk management approach.
- Meet the particular needs of each client, providing the most appropriate transport solutions in each case.
- Comply with loading and delivery dates for goods and documentation.
- Taking care of and supervising the goods and documentation at all stages of transport.
- Quickly resolve any incident, immediately informing the client of the same.
- Be helpful and friendly at all times.
- Comply with current applicable environmental regulations and other requirements and initiatives to which the company voluntarily subscribes.
- Identify and evaluate significant aspects and requirements in activities and services, developing impact control and monitoring plans.
- Establish objectives for improvement and minimisation of environmental impacts, describing and documenting targets and indicators.
- To carry out periodic monitoring of environmental management, assessing the effectiveness of the measures adopted.
- Preventing pollution in order to ensure environmental protection.
- Assuming the commitment to achieve a high level of Health and Safety at work, exceeding the minimum required by current legislation, as well as drawing up and promoting a Road Safety Plan in the company.
- Occupational Risk Prevention, as a general action to be developed in the company, will be integrated into the heart of its activities and decisions.
- Commitment to the consultation and participation of workers.

In the same way, at **TANCOMED, S.A.**, we are committed to the Environment, knowing our environmental obligations, defining future control plans for those significant environmental aspects, as well as preventing and knowing how to control those situations out of control, caused by emergency situations.

The Management is committed to the creation of training policies within the company, in order to promote the appropriate use of personal protective equipment, as well as to promote a BBS system. With this, as well as forming a professional and qualified work team, covering all those requirements requested by our customers. Therefore **TANCOMED, S.A.**, is committed to meeting the requirements of the client and the requirements that apply to us (legal, regulatory and those to which the company subscribes).

This business strategy will allow us to increase our market position day by day and to differentiate ourselves from our competitors. We are committed to comply with the requirements and to continuously improve the effectiveness of the **SQAS system**.

The management of this organisation is convinced that this can only be achieved through:

- Permanent contact with customers, in order to detect and comment on their needs, which serves as a basis for the continuous improvement of our services.
- The use of vehicles and containers appropriate to the characteristics of current transport.
- Adequate maintenance of the fleet of vehicles and containers.
- Constant concern for safeguarding the integrity of the transported product, the loss due to intentional destruction or theft, and the ownership of the information provided for its custody.
- Continuous training of personnel by job position, in Health and Safety and in conjunction with BBS programmes.

We practice a Purchasing and Subcontracting Policy based on fundamental principles of transparency, quality in transport, equality and respect.

From **TANCOMED, S.A.**, we try to treat as much as possible, those non-conformities detected, thus being able to avoid future problems, preventing such problems from recurring over time. This policy must be understood and assumed by all the staff of **TANCOMED, S.A.** Considering this management as the first to lead and assume the fulfilment of the described guidelines. Every year objectives consistent with the above will be defined, which we must all try to meet.

Therefore, our policy, our experience and knowledge are at the disposal of customers, collaborators, suppliers and employees, encouraging them to proceed according to our guidelines, as well as the rest of the interested parts.

José María Castaño

Managing Director Tancomed S.A.