

## **Quality, Environment and Road Safety Policy:**

### ***TRANSPORTES DISCRECIONALES MÁLAGA S.L.***

In TRANSPORTES DISCRECIONALES MÁLAGA S.L. we are dedicated to the transport of passengers by road, being our main concern the quality of the services that we offer to the users of our services and the reduction of the impact of our activity in the Environment.

In TRANSPORTES DISCRECIONALES MÁLAGA S.L. We understand Quality as the management instrument through which activities are planned and developed, in order to achieve compliance with the established legal requirements and the specifications of our services, while obtaining the satisfaction of our Clients and users.

All employees of TRANSPORTES DISCRECIONALES MÁLAGA S.L. From the address to the most recent entry, you have to keep in mind the customer orientation, making it a common goal and in the fundamental axis of TRANSPORTES DISCRECIONALES MÁLAGA SL, that allows us to know the needs, complaints, suggestions and wishes of our customers and satisfy them fully.

That is why in TRANSPORTES DISCRECIONALES MÁLAGA S.L. we have opted for the adoption of a management model according to the standards ISO 9001: 2015, ISO 14001: 2015 and ISO 39001: 2012, and the implementation of a Quality, Environment and Road Safety Policy, which is based on the following premises , which are at the same time the frame of reference for the establishment of our objectives and goals:

- A. Involve our personnel, through training and information so that they are involved and participate in an active way in improving the quality of TRANSPORTES DISCRECIONALES MÁLAGA S.L.
- B. Commitment to comply with applicable legal requirements, reference standards, as well as those other requirements that the organization subscribes that are related to quality management and environmental impacts, all aimed at continuously improving the efficiency of the management system , always in search of the full satisfaction of our customers and the protection of the Environment, which includes the prevention of pollution and other environmental commitments specific to the provision of the passenger transport service.
- C. Identify, evaluate and review the objectives and environmental impacts related to the activity of the organization and reduce or control its impact, as the case may be.
- D. The use of vehicles to ensure compliance with safety regulations and the reduction of their related environmental impact.
- E. Know and meet the needs and expectations of our customers to provide conforming services, as well as the legal and regulatory requirements that result from application in each case.
- F. The continuous promotion of actions in favor of Road Safety, our main objective is the safety of all parties involved in the provision of the service, our goal: 0 traffic accidents with serious injuries.
- G. Provide a frame of reference and continuous monitoring to review and establish the objectives of quality, environment and road safety.

The management of TRANSPORTES DISCRECIONALES MÁLAGA SL With the implementation of the aforementioned standards, it has materialized the permanent desire for improvement in a commitment with our customers and users, which requires us to assume optimum and permanent levels of service quality, in accordance with the requirements of the Standard that we are obliged to comply with:

1. Service offered on the line.
2. Accessibility
3. Information
4. Time (punctuality and regularity)
5. Customer service
6. Comfort
7. Security
8. Environmental impact

For all this the Management is committed to continuously improve the effectiveness of the Management System through system reviews and the establishment and monitoring of the objectives and goals of quality and environment. This Policy on Quality, Environment and Road Safety is understood , implemented and maintained up to date at all levels of the organization and has the TOTAL COMMITMENT of the Directorate of TRANSPORTES DISCRECIONALES MÁLAGA SL that establishes, develops and applies.