

Code of Ethics and Conduct

As a company dedicated to the transport of passengers, it is important to have a series of common ethical and regulatory practices. As an employee and collaborator of the companies of the Ríos group, behavior in professional performance is required in accordance with the following standards:

Safety.

- It is not allowed to consume alcohol, drugs or strong medicines, nor being under its effects, while driving or staying at the company premises, coach parks or any other duty location.
- Before starting a service, drivers and all staff must ensure that they do not have faculties impaired due to lack of sleep or rest.
- Drivers must respect the legal requirements related to transport activities, including those that refer to the applicable laws on active hours of the driver and minimum rest periods, speed regulations, transport of people and maintain an adequate distance with the rest of vehicles on the road, use hands-free equipment for the mobile phone if they had been equipped and in any case, never use the phone while driving or sitting behind the wheel of the vehicle, even if it is stopped.
- Drivers must always be able to prove they comply with National and EU legislation regarding driving licenses and any necessary qualifications that are in force.
- Staff must contribute to road safety by ensuring that the transport equipment complies with the legal and manufacturer specifications. Your services should be planned so that all national and international standards are observed.
- Any issue or fail detected in the vehicle must be immediately reported in the traffic and administration offices of the company or directly to the management.
- To help prevent accidents in turns and changes of direction, drivers must check daily that the mirrors are in the correct position, always stop and look before turning, stay alert when driving through urban areas and keep the driver's position tidy to ensure a clear vision.
- Staff cannot smoke while driving or staying in the bus. Nor authorizing passengers to smoke on board the vehicle. All our vehicles are non-smoking. In general, staff is expected to use common sense when smoking outside the vehicle, always in permitted places, and especially if staying in direct contact with customers. As a basic rule, staff should not smoke with the company's uniform in public places.
- Drivers must check and guarantee that the vehicle has the compulsory and usual safety equipment, such as fire extinguishers, high visibility vests, first aid kit, etc.

- Drivers must make sure that the suitcases and luggage are properly stowed and safe in the luggage boot.
- Driver must guarantee an adequate loading and unloading stopping place. The place must be in safe place for the passengers.
- Staff must behave in an educated and correct manner at all times. It is strictly forbidden to discuss with clients for any reason while representing a company of the Ríos group. Different opinions with third customer or any third party person should not end in discussions. Whatever doubt about a service issue, drivers should always contact the person of the on duty manager of the company or the traffic department that assigned the service in order to clarify instructions.
- In the event of an accident, you must immediately inform the corresponding contact person of the Ríos group of companies or the directors.
- Under no circumstances an employee of the Ríos group will accept a service that implies that he / she has to violate any law or public regulation. The staff member under such a circumstance must reject the order and inform the management about what happened.
- If a passenger, a guide, a group leader or a group of passengers, tries to establish a conversation with the driver while driving, it is the driver's obligation to kindly indicate that it is not allowed to talk or distract the driver, in compliance with the traffic rules and regulations involving the safety of all passengers.
- No employee should talk with the passengers or any third party person, whatever internal issues of the company. Nor about his state of health and, even less, of fatigue. Any situation that an employee may suffer, and do not allow him to safely perform the service, should only be discussed with the traffic office of the company to be able to find a solution to the situation in the best possible without causing alarm among passengers. It is the responsibility of the driver to be rested to start his service. Nor should religious beliefs or political ideas be expressed during the service or wearing the uniform of the company.
- All employees must have the same opportunities. Discrimination or harassment of any kind based on race or sex, religious belief, marital status or sexual orientation will not be tolerated under any circumstances.
- You should not put pictures on social networks with uniforms during leisure or rest periods. Never with drinks in hand, although it is demonstrably that they are not alcoholic.
- The use of the uniform is obligatory You must change from the summer to the winter uniform (and vice versa) when the company's management communicates it. During the performance of the professional functions, it is necessary to appear neat. If searing long hair, those should be picked up and tattoos and body adornments should be hidden under the clothes.

Environment

In order to meet the most basic standards of sustainability, the company insists on influencing and applying all that is within its reach with respect to safeguarding the environment. The staff acquires the commitment to disseminate and apply current regulations regarding good environmental behavior.

As an important point in the daily service, and in order to comply with the standards to which we are attached (ISO 14001), we are committed to not have a vehicle started, at idle, more than 10 minutes.

Professional integrity

It will be considered a bribe if a staff member offers or accepts any gift, loan, contribution, remuneration or anything of value to or from another person or entity, private or public, as an incentive that may favor or influence an action that would not have taken place without the aforementioned bribe. Offering or accepting a bribe of any kind will not be allowed under any circumstance.

Responsibility and disciplinary regime

Non-compliance with this Code that may be analyzed on a case-by-case basis and will be sanctioned in accordance with the internal procedures, agreements and applicable legal regulations and laws.

