

## INTEGRATED QUALITY AND ENVIRONMENT POLICY

The Management of Autotransportes Colectivos Castellonenses, S.A. (TUCS) is aware of the obligations imposed by the assurance of quality and environmental protection according to the standards:

UNE-EN-ISO 9001 / UNE-EN-ISO 14001 / UNE-EN ISO 13816

Reaffirming in the business philosophy, to satisfy the needs and expectations of its clients, existing since its constitution, declares, publishes and puts in general knowledge of your entire organization your Quality and Environment Policy. Consisting of:

- Satisfy the needs of customers.
- Inform the client with any eventuality that may be cause of delay or failure to perform the requested service.
- Do not run away from responsibilities regarding the damages that our way of acting may have caused the Client.
- Treat the claims or complaints of the Clients with the highest priority.
- Commitment of the legislation that affects us, as well as another requirement that the organization subscribes.
- Acquire the commitment to protect the environment and prevent pollution, controlling and reducing the pollution generated and proceeding to value or properly manage the waste generated in the productive activity.
- Identify and evaluate the environmental aspects related to the main activity, focusing the activities on those with a more significant impact.
- Maintain an attitude of continuous improvement in the development of services, as well as the improvement of environmental performance.

For Management  
D. Luis Rubert  
Fecha  
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