

## **POLICY OF MANAGEMENT**

**TRANSGALLEGO LOGISTIC, S.L.** defines as essential both **SERVICE and TRUST**, the orientation of his actions aims at the provision of the best service for the customers, with such a permanent attention that enables the achievement of all the targets, from criteria based on the quality of work and environmental protection, always aware of these crucial aspects in his activity.

That is the reason why the **Management proclaims** the following statement about "Policy of Management" and is committed to spread it, ensure and monitor its performance in the whole company:

**The quality of our freight services**, self-service and automatic car-washing reaches the highest level, recognizing that there are both internal and external customers.

**We will meet the needs of our customers**, trying to clarify and making realistic and operational all the requirements specified in the services, consequently looking for the best results through close collaboration with customers and partners.

**Provide all the human and material resources** necessary to ensure the quality of our services and the environmental conservation.

**Make a continuous effort** to improve our processes for the delivery of our best service and its control, **complying with the legal requirements applicable regarding to Quality and Environment**, as well as those of our customers.

**Consider and reply to all suggestions and complaints**, previously analyzed, from our customers.

**Establish as many corrective and preventive actions** as necessary to prevent from the recurrence of non compliances, **pursuing the continuous improvement** of our company **and the prevention of pollution**.

Update a **staff-training** program, with own or external resources, not only **to improve the knowledge and skills** in their workplace but also **to achieve a higher customer's satisfaction**.

Each year we set the targets necessary to achieve this Policy.

Therefore I have the support of all staff to maintain and develop the System of Management established, which will be improved continuously.

Antonio Gallego López  
Managing Director

This Policy of Management is communicated, reviewed and understood by all the company's staff.