



GRUPO VASCO CATALANA QUALITY POLICY

The CEO of Grupo VASCO CATALANA understands that quality is a strategic factor, so the organisation's policy is to provide a service that fully meets the expectations and needs of its clients and also complies with the applicable legal and regulatory requirements.

The Group's CEO delegates responsibility for quality assurance to the Board of Directors, which works with the Quality Management Committee to develop, implement, and monitor the Quality Management System (QMS) based on the UNE-EN-ISO 9001 standard, coordinating each quality manager for each of the companies that make up the group.

To ensure the QMS functions adequately, the CEO undertakes to provide the necessary economic, technical, and human resources, to distribute key documentation, and to train and sensitise staff members at Grupo Vasco Catalana to assimilate and correctly apply quality regulations. Similarly, each business manager must provide the resources available to them to achieve the aforementioned purpose.

In addition, each company manager is encouraged to draw up an appropriate plan within their area to ensure the information, motivation, and cooperation of staff at all levels, and to make sure that this policy is understood and accepted.

The goals to be achieved with the implementation of the QMS are the ongoing improvement of quality within the key processes of each organisation, seeking to ensure that each task is carried out correctly from the outset and that customers are fully satisfied with the service received.

The Management Committee defines, approves, and reviews the Group's quality targets every year. These general targets will be tailored specifically to each of the companies in the group by each of the company's Managers.

Steps are also taken to ensure that the quality system implemented in the Group companies is effective through internal audits and periodic reviews.

This Quality Policy, as well as the specific targets defined, will be completed by the managers of each Group company in order to tailor them if necessary.

The Group's CEO assumes responsibility for ensuring the Quality Management System (QMS) based on the UNE-EN-ISO 9001 standard and its development, implementation, and monitoring, also ensuring the coordination of the quality policy of each of the companies that make up the Group and delegating any administrative tasks this entails to the Quality Committee, made up of the Quality Managers from the Group's different companies.

Bilbao, 12 March 2019
CEO

Jon Azarloza González

Quality Policy of Vasco Catalana de Consignaciones, S.A.
Quality Policy of Vasco Shipping Services, S.L.
Quality Policy of Cosvas Atlantic, S.L.
Quality and Environment Policy of In Side Logistics, S.L.
Quality Policy of Intermodal Forwarding, S.L.