



## QUALITY POLICY, ENVIRONMENT AND ROAD SAFETY

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The management of AUTOCARES BUSTELO, SL, company dedicated to the transport of passengers by road, in regular services of general use, regular services of special use and discretionary services, considers important the implantation of an Integrated Management System of Quality, Quality in Transportation, Environment and Road Safety, under the standards UNE-EN-ISO 9001: 2015, UNE-EN 13816: 2003, UNE-EN-ISO 14001: 2015 and UNE-ISO 39001: 2013, so that the organization and its own management be recognized based on the commitment of the Management and its employees, and that will also be extended to our subcontracted companies.

Likewise, from AUTOCARES BUSTELO, SL, priority is given to the performance of its activities pursuing the utmost respect and care for the environment, while promoting the sustainable development of the Company and the prevention of traffic accidents by attending to the needs and expectations of both the workers and the different interest groups of the Organization.

To achieve these ends, AUTOCARES BUSTELO, S.L., establishes an Integrated Policy for Quality, Environment and Road Safety Management, in which the following Principles and Commitments are subscribed:

- Continuous improvement of its activities and processes in the framework of the Integrated System for which the Organization will establish, implement and maintain documented objectives in the relevant levels and functions within the Organization.
- The final quality of the service provided to the Client is the best result of the planned and systematic actions of prevention, detection, correction and continuous improvement during the exercise of our activity. For this, AUTOCARES BUSTELO, SL is committed to comply with the requirements established by the UNE-EN 13816: 2003 standards on Quality of Service for Transport and UNE-ISO 39001: 2013 for Road Safety, in order to guarantee, both the quality of the Service provided in the Service for Public Transportation of Passengers as seeking to eliminate the incidence and risk of deaths and serious injuries resulting from traffic accidents.
- The contractual requirements, wishes and expectations of the Clients and other interested parties are the criteria for establishing the Quality pattern of our Services, always trying to match the expected Quality with the Quality perceived by them.
- Compliance with the Legal Requirements, those established in the Reference Standards, as well as other Requirements voluntarily assumed by the Organization, regarding the Quality of the Service provided, the care and protection of the Environment as well as the Road Safety both Our employees, as well as all interested parties, make use of public roads, both by AUTOCARES BUSTELO, SL, and by Subcontractors who work in their facilities, or on behalf of the Organization.
- Each employee is responsible for the performance of their activity within the framework of the Integrated Management System. Management is responsible for promoting the implementation of the Policy and the Objectives of Quality, Environment and Road Safety, verifying its correct achievement and implementation through audits, thus ensuring the commitment to continuous improvement. To this end, the staff will have the necessary training and awareness, in terms of quality, environmental protection and road safety, in accordance with the requirements of the Integrated Management System.
- The rationalization of the consumption of natural resources, at the same time, of the prevention and minimization in the generation of hazardous and non-hazardous waste, vibrations, liquid spills and atmospheric emissions.

Management undertakes to communicate this Policy to all personnel of the Organization, subcontractors, suppliers and all other interested parties, as well as to keep it available.

To achieve these basic commitments, the Directorate annually formulates quality, environment and road safety objectives, and monitors them, verifying their compliance and establishing the necessary measures in the event that such compliance is threatened. The client is the reason of being of AUTOCARES BUSTELO, S.L. and your complete satisfaction are our priority objectives.

  
Sign Direction  
Padrón, (A Coruña), January 8, 2018.