

GUIDE FOR SUPPLIERS AND SUBCONTRACTORS OF AUTOCARES BUSTELO, S.L.

In AUTOCARES BUSTELO S.L we are committed to the quality of the service provided to our customers, the prevention of pollution, road safety and compliance with all applicable legal and regulatory requirements.

We expect subcontractors and suppliers to assume the Principles described in our Integrated Policy on Quality, Environment and Road Safety, applying the guidelines described in this Guide, depending on the type of provider.

Quality Policy and Environment

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 UNEEN-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.

Relevant suppliers for AUTOCARES BUSTELO, S.L. :

We consider relevant suppliers those whose product or service may have a significant impact on the quality of the service and on the environment and is included in the following list:

- Vehicle workshops.
- Subcontracts of transportation services.

SUPPLIER EVALUATION

Within the business policy of AUTOCARES BUSTELO, S.L., Quality control and continuous improvement of processes occupies a prominent place, which is why it becomes an important business objective beyond the activity itself.

For this reason, it is essential that the companies that offer us their products and/or services acquire the commitment to comply with all applicable legal requirements or those that are signed with the organization.

AUTOCARES BUSTELO, S.L., has a supplier evaluation and re-evaluation process, which establishes that their performance will be monitored using the following criteria:

- Price
- Product/service quality
- Speed in the supply of the product or in the provision of the service
- After-sales service product or service
- Incidents
- Compliance with the agreed conditions

General requirements of the suppliers of AUTOCARES BUSTELO, S.L. :

- Know and comply with the current national, regional and local legislation applicable to their products and / or services.
- If the supplier has a certified Quality, Environmental Management and / or Road Safety System, he will inform AUTOCARES BUSTELO, SL, by sending us a copy of his current certificates: ISO 9001, ISO 14001, ISO 39001, UNE EN 13816.
- Provide AUTOCARES BUSTELO, S.L., any information and / or additional documentation that may be requested about the environmental aspects of its products and / or services.

Vehicle and machinery workshops

- Manage the hazardous waste generated according to current regulations, sending AUTOCARES BUSTELO, S.L., documentation that supports proper management.
-

Transport companies and services

- Providing transportation services for materials in accordance with the requirements established by AUTOCARES BUSTELO, S.L., and current legislation regarding emissions from motor vehicles.
 - Carry out an efficient and safe driving that minimizes the emissions and the fuel consumption of your vehicles and that improves the performance in road safety avoiding risks of traffic accidents.
 - Maintain in good working order and cleanliness the vehicles that will be used and be up to date in the statutory ITV of said vehicles, insurance, tachographs and other current legislation for the service provided to AUTOCARES BUSTELO S.L.
 - Ensure that the personnel assigned to outsourced services have the necessary competence, training and experience so that the service is provided efficiently and in compliance with all legal requirements.
 - Immediately communicate to AUTOCARES BUSTELO, S.L., any accident or incident, in the routes covered by the contract, which would have led to changes in the service, delays, change of vehicle, accidental spills or the generation of waste during the provision of the service.
-

General Environmental Recommendations.

➤ Emissions to the atmosphere

- Municipal ordinances and regional legislation must be complied with regarding the maximum noise levels in the work and work schedules.
- The vehicles, equipment and machinery to be used must be kept in good working order and be up to date in the statutory ITV of said vehicles, insurance, inspections and other current legislation for the service provided to AUTOCARES BUSTELO, S.L.

➤ Spill

- The dumping of any dangerous substance is totally forbidden. No spillage of polluting products may be made to the soil, to the sanitation network or to the public channel, being responsible, otherwise, for any damage that may be caused.
- Accidental spills of hazardous substances should be collected with absorbent material and treated later as hazardous waste. In any case, you should notify AUTOCARES BUSTELO, S.L.
- Any discharges caused by its activity are the responsibility of the subcontractor, and in all cases must comply with the current legislation on discharges.

➤ **Waste**

- The abandonment of waste or its uncontrolled dumping on land, drains, collectors or water channels is prohibited.
- A selective classification of waste must be carried out from the moment it is produced.
- Each type of waste must be stored properly. Containers, sacks, bags or collection systems will be used to prevent their dispersion.
- The area where the containers are placed must be marked and identified.
- You should be responsible for the storage and management of the waste generated by your work, by handing it over to an authorized manager and following at all times what is indicated by current legislation.
- It is forbidden to burn any type of waste.
- In the case of hazardous waste, they must be delivered to an authorized carrier and manager according to current legislation.
- The work areas will be kept clean and in order at all times.



SUPPLIERS AND CONTRACTORS REGULATIONS

Edition: 4

Date: January 2022

Tracking sheet

Provider / subcontractor company:

Work to be done by the subcontractor:

Person who completes de document:

Please complete the sections that affect you:

- | | YES | NOT |
|--|--------------------------|--------------------------|
| • Your company has a Management System (ISO 9001, 13816, 39001, 14001, EMAS,...).....
If yes, attach a copy of the certificates.
Otherwise, it undertakes to comply with the requirements established in this document of AUTOCARES BUSTELO, S.L., in the points that apply. | <input type="checkbox"/> | <input type="checkbox"/> |
| • You have received our rules for Suppliers ans Subcontractors and have a personal profile of the conditions includen in it..... | <input type="checkbox"/> | <input type="checkbox"/> |

Indicate the environmental aspects asociated with the acitivity you will develop:

- | | YES |
|---|------------------------------|
| 01 Consumption of fuel (gas oil, gasoline, fuel) in transport..... | <input type="checkbox"/> |
| 02 Water consumption..... | <input type="checkbox"/> |
| 03 Electric power consumption..... | <input type="checkbox"/> |
| 04 Emission of fumes (vehicles and auxiliary machinery) | <input type="checkbox"/> |
| 05 Noise | <input type="checkbox"/> |
| 06 Discharge of wastewater to sanitation network | <input type="checkbox"/> |
| 07 Waste paper and cardboard | <input type="checkbox"/> |
| 08 Wood waste..... | <input type="checkbox"/> |
| 09 Metal waste..... | <input type="checkbox"/> |
| 10 Urban waste (garbage) | <input type="checkbox"/> |
| 11 Hazardous waste: Remains of used oils and hazardous substances | <input type="checkbox"/> (*) |
| 12 Hazardous waste: Contaminated absorbent:..... | <input type="checkbox"/> (*) |
| 13 Hazardous waste: Empty containers of dangerous substances, including aerosols..... | <input type="checkbox"/> (*) |
| 14 Others hazardous waste (indicate which ones): | <input type="checkbox"/> (*) |

(*) If you have marked this waste, send us a copy of an **official document, according to the current legislation**, of the management of it.

By signing this document, the supplier or subcontractor undertakes to comply with the provisions of the legislation in force and of what is described in said document.

Signature:	Signature of: <i>AUTOCARES BUSTELO, S.L.:</i>
Name:	Date: 28 / 01 / 2022
Position:	

Please return this signed sheet to AUTOCARES BUSTELO, S.L.

In compliance with the provisions of current Personal Data Protection regulations, Autocares Bustelo S.L. guarantees the confidentiality of the personal data of its customers and suppliers. We inform you that your email address, as well as the rest of the personal data that may accompany this documentation, are part of a database managed under the responsibility of the company with the sole purpose of providing the services requested by you. , due to their status as a client, supplier, or because they have requested information at any time. The data will not be transferred to third parties except in cases where there is a legal obligation. You have the right to obtain confirmation as to whether Autocares Bustelo S.L. is processing your personal data, therefore you have the right to access them, rectify inaccurate data or request its deletion when they are no longer necessary, for which you can contact by email: info@autocaresbustelo.es