

## Quality Policy

**TIBA LOGISTICS SPAIN, S.L.U.**



As **TIBA LOGISTICS SPAIN, S.L.U.** Business Unit Manager, I make clear the commitment of this Management to increase the satisfaction of our customers and maintain a continuous improvement in our management, for which we have decided to develop and implement a Quality Management System, according to the criteria of the international standard UNE-EN ISO 9001.

Therefore, this Management has defined the following Quality Policy, which is aimed at satisfying the needs and expectations of the Interested Parties considered by **TIBA LOGISTICS SPAIN, S.L.U.**, focused on the scope of our Quality Management System that consists of the inbound, storage and outbound of goods from the logistic centers.

The content of this policy is:

- *Comply with the requirements defined by customers and shareholders, those derived from the regulations and standards applicable to our services and those established in our Quality Management System.*
- *Continuous improvement of the effectiveness of the Quality Management System implemented in our organization, aimed at achieving the highest customer satisfaction – in quality and service – at the best cost, reflected in the achievement of corporate and functional objectives with the support of the Management.*
- *Fully satisfy the needs of our customers, especially regarding speed, punctuality and efficiency in the services provided..*
- *Ensure the material and human resources of **TIBA LOGISTICS SPAIN, S.L.U.**, through a correct contractual relationship with suppliers and subcontractors and by promoting staff training, so that activities in the logistics centers can be carried out in optimally.*

**Teresa Martín**

TIBA LOGISTICS SPAIN, S.L.U. Business Unit Manager

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