



**TOTAL TIBA AIRFREIGHT S.L** provides services as a logistics operator, freight forwarder, and customs services provider, and is committed to meeting the requirements specified by customers, as well as legal and regulatory requirements, and to continuously improve the Quality, Environmental, and Medical Device Management System, according to ISO 9001, 14001, 13485, UNE EN 9120 and GPD standards.

Similarly, this quality and environmental policy is aligned with the company's strategic plan, the organizational context, including the nature, magnitude, and environmental impacts of its activities, and its VPV (Vision, Purpose, and Values). Through this policy, the General Management establishes and reviews Quality, Environmental, GDP and Medical Device objectives.

Our **Vision** is:

"Making the logistic world the best experience."

Our **Purpose** is:

"Provide logistical solutions based on operational and informational excellence through our human talent, always focused on the customer and strategic partners.

Preserve the legacy while walking towards the future, innovating with cutting-edge technological tools.

Generate value for our stakeholders by transforming into a sustainable logistics experience.

Comply with national and international standards."

Our **Values** are:

Human Quality: Commitment, Loyalty, Honesty, Respect, Solidarity, Sustainability and Compliance.

Culture of effort: always go further

Considering these values, TOTAL TIBA AIRFREIGHT S.L , aware of its legal and social responsibilities regarding the Environment, Safety, and Health at work, considers these factors as an integral part of its management model and undertakes to promote, develop, implement, and maintain the best practices in these matters, including a commitment to environmental protection, including pollution prevention.

In terms of sustainability, our corporate-level strategy responds to current challenges and focuses on **4 fundamental pillars**:

**Environmental impact**

"Supporting our clients and suppliers in a transition to sustainability and contributing to the decarbonization of operations, promoting sustainable mobility, collaborating in the responsible management and minimization of waste, and in the conscious use of resources and the circular economy".

**Sustainability for all**

"Internal awareness, communication campaigns, and corporate volunteering for the conservation of natural resources and the mitigation of climate change."



**Sustainable innovations**

"Applying the current regulations, carbon footprint measurement, digitalization, and sustainable freight"

**We build partnerships**

"Collaboration with companies and government to achieve environmental and social challenges"

In summary, TIBA's Management seeks continuous improvement through the establishment and continuous review of quality, environmental, and medical device objectives within the framework established by this document.

The heads of the different departments of the company acknowledge the authority held by the QMS Manager in matters of Quality, Environment, and Medical Device Policy, by express delegation of the Management. Likewise, they undertake to disseminate among the personnel of their department the guidelines and objectives formulated by the Management of the company in terms of Quality and Environment.

This Policy is available to the public and stakeholders.

FRANCISCO MARQUÍNEZ  
CEO TOTAL TIBA AIRFREIGHT S.L