

	COMPREHENSIVE POLICY	CODE: EST-POL-001
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OBJECTIVE

Establish corporate commitments that promote the continuous improvement of processes, in response to the needs and expectations of our employees, clients, suppliers, and other interested parties, ensuring a reference framework that guides the setting of objectives of the Integrated Management System.

DEFINITIONS

1. **Continuous Improvement:** recurring activity to increase the ability to meet requirements in Safety, environment, and quality.
2. **Environment:** Surroundings in which an organization operates, including air, water, soil, natural resources, flora, fauna, humans, and their interrelationships.
3. **Process:** Set of interrelated or interacting activities that transform inputs into outputs.
4. **Interested parties:** Person or organization that can affect, be affected by, or be perceived as affected by a decision or activity.
5. **Money laundering:** Activity aimed at hiding or disguising the nature, origin, location, ownership, or control of money and/or goods obtained illegally
6. **Smuggling:** Importation into a country or exportation of goods without paying the customs duties to which they are legally subject.
7. **SAGRILAFT:** System of Self-Control and Management of the Comprehensive Risk of Money Laundering and Terrorism Financing.
8. **Sustainability:** is the organization's strategic commitment to ensure that its decisions and operations generate long-term value, through a responsible balance between economic growth, environmental protection, and social well-being.
9. **Corporate Social Responsibility (CSR):** It is the voluntary and strategic commitment of the organization to manage its impacts on society and the environment, promoting ethical, transparent, and sustainable practices that generate shared value for all stakeholders.

POLICY

Agencia de Aduanas TIBA SAS Nivel 1 We will maintain our commitment to meeting the needs and expectations of the stakeholders who are directly and indirectly involved in our supply chain. To this end, the necessary resources will be allocated to strengthen the organizational culture, including the implementation of constant improvement strategies that allow us:

1. Always **maintain** a high level of satisfaction in our clients regarding the value delivered in our services.
2. **Promote** the continuous improvement of the processes involved in the organization's Integrated Management System, which includes (Control and Security Management System, SAGRILAFT, Occupational Health and Safety, Environmental Management, and Quality Management) through the implementation of respectful, innovative, effective, and sustainable strategies.
3. **Implement**, manage, and develop security measures that reduce and prevent risks related to illicit activities such as: money laundering, smuggling, drug trafficking, trafficking of substances for narcotics processing, terrorism, financing of terrorism, arms trafficking, corruption, bribery, transnational bribery, forced labor or services, and

financing of the proliferation of weapons of mass destruction, among others, in all processes of the organization.

4. **Comply** with legal, contractual, and/or adherence requirements that are of interest to the organization, both at national and international levels, and that are necessary for delivering value in our services.
5. **Implement** safe, efficient, effective, and sustainable practices that allow optimal supply chain performance.
6. **Design** and implement actions for the promotion and prevention of physical and mental health, as well as maintain the safety of all employees, allowing them to carry out their work activities in environments that support development, growth, learning, and strengthening.
7. **Strengthen** the organizational culture of self-care, in such a way that it allows the timely identification of all risks and hazards present in the workplace and reduces the occurrence of workplace accidents or the onset of occupational diseases.
8. **Establish** risk-based strategic thinking that allows identifying, analyzing, evaluating, and controlling the risks and opportunities that affect the integrity of the supply chain, employees, customers, suppliers, other stakeholders, physical security, and the assets provided by third parties.
9. **Ensure** the efficient use of information technologies, maintaining work optimization tools and high levels of information security.
10. **Promote** environmental care and protection by developing activities for the prevention and control of identified environmental aspects and impacts, contributing to the reduction of global warming and climate change, while always maintaining an adequate environmental performance of the organization.
11. **Engage** those stakeholder groups that influence our Corporate Social Responsibility (CSR) programs.
12. **Adopt** and adhere to the concepts of Corporate Sustainability in the processes that add and deliver value to our clients' supply chain.

Sincerely

General Management