

ACCIONA Forwarding, a company that forms part of ACCIONA Group, is a Freight Forwarding, Customs Representative and Warehousing company, with a business model prepared to offer global transport management and provide the client with great flexibility in the management and operation of transport.

ACCIONA Forwarding's mission is to provide value to its customers through the excellent management of its processes, being a pioneering company and a benchmark of good practices, considering the demand for continuous improvement of the quality of its services and environmental protection as a priority.

ACCIONA Forwarding's vision is to maintain an Integrated Management System where profitability is combined with economic, technical, environmental and social aspects, ensuring the provision of high quality services and the achievement of new challenges that contribute to sustainable development, minimizing the impact on the environment and society. ACCIONA Forwarding's Integrated Management System applies to the entire Organization.

The performance of the entire organization is based on the following principles:

1. **Customer satisfaction based on** the identification of their needs and expectations, acting at all times with professionalism, ethics and transparency.
2. Commitment to compliance with the **legal requirements** applicable to each service **and other requirements** to which the organization subscribes, as well as the continuous updating of the same.
3. **Profitability and contribution to sustained profit** by avoiding costs caused by activities that do not provide real added value (defective work, delays, non-quality costs) and by increasing productivity, performance and company value.
4. **To consider the environmental aspects** associated with all the phases of development of its activity, in order to **prevent pollution** by reducing waste, spills, emissions and any other impact that our activity may generate on the environment.
5. **Motivate, train and communicate internally**, at all levels of the organization, the activities related to the performance of the Integrated Management System.
6. **Orientation towards the continuous improvement** of our products and services, giving priority to the planning and initial prevention of deviations.
7. Periodically **review** the degree of **efficiency of the Integrated Management System**, ensuring the availability of information and resources necessary to achieve the objectives and goals established periodically.
8. **Minimize risks and take advantage of opportunities** by identifying them and adopting the necessary measures.

The organization's policy is communicated and understood by all employees, and is available to all interested parties through the website https://www.acciona.com/es/soluciones/transporte/areas-actividad/mercancias-forwarding/?_adin=02021864894

Mr. Ignacio RODRIGUEZ LINZURUNZAGA
Managing Director ACCIONA FORWARDING
25th. October 2023