



OPERADOR LOGISTICO- AGENTE ADUANAS
LOGISTICS PROVIDER - CUSTOMS BROKER

QUALITY POLICY

We know that it is very difficult to keep up, more difficult to improve, but very easy to get worse, and improvement can only be achieved by striving to make each day better than the previous one, following the PROCEDURES, applying our QUALITY SYSTEM to the last consequences and abiding, in everything that concerns us, to the current legislation and requirements for being an Authorized Economic Operator (AEO).

For Plaza Forwarding, a company dedicated to the management of air, sea and road transportation, customs management and bonded warehousing, the basis of our quality system is to establish, document, implement and maintain a quality system that includes continuous improvement as a permanent objective of our organization.

The Quality-AEO management system must satisfy the needs and expectations of customers, personnel, subcontractors, collaborators, society, general administration, shareholders, in addition to satisfying our own needs and interests.

For all these reasons, the Management of *Plaza Forwarding*, is committed to comply with the principles of its Quality Policy, indicated below:

- To provide **fast and safe transportation services** at national and international level with **guarantees and reliability**.
- To **satisfy** the requirements of **our customers**.
- To continuously improve the **effectiveness** of our quality management system.
- Comply with **legal** and other applicable **requirements**.
- Define the **quality objectives** taking its Quality Policy as a frame of reference.
- **Continuously improve** the resolution of incidents that may arise from transport.

In this sense, our commitment to quality is also reflected in the professional team that receives continuous training that provides them with the knowledge and confidence necessary to solve any challenge and for this purpose a system is maintained in accordance with the **UNE-EN-ISO9001:2015** standard.

This quality policy is a commitment of the entire organization of *Plaza Forwarding* to our customers and suppliers. Therefore, Plaza Forwarding ensures that its policy is reviewed, communicated and understood by all appropriate levels of the organization.

Signed

Emilio Plaza
Chief Executive Officer

May 23rd, 2018

A handwritten signature in blue ink, appearing to be "E. Plaza", written over a light blue circular stamp or watermark.