



## Quality and Environment Policy

**TRANSPORTES DE VEHÍCULOS BOADA, S.L.** is a company operating in the transport of vehicles by road (cars, vans, etc.).

We want to be competitive and in touch with our customers' needs, as well as with the surroundings where our activities take place, therefore at **TRANSPORTES DE VEHÍCULOS BOADA, S.L.** our objective is to ensure that the services we provide attain the required quality level and respect for the environment.

As such, the following principles are set forth, stated and adopted:



Given that customers are the focus of our work, **satisfying their needs and expectations** has become one of our main objectives. With quality service we will win over our customers' loyalty and, in turn, make **TRANSPORTES DE VEHÍCULOS BOADA, S.L.** an increasingly strong organisation.



**Continuous improvement** in the quality of services, environmental behaviour and system efficacy are strategic factors in **TRANSPORTES DE VEHÍCULOS BOADA, S.L.**, and therefore have the full backing of company Management and must of course have the support of all employees.



**TRANSPORTES DE VEHÍCULOS BOADA, S.L.**, well aware of the importance of environmental protection, **controls the environmental aspects** that could result from undertaking our activities both in offices and in the transport of vehicles by road in order to **prevent pollution**.



We ensure at all times that **legal and regulatory requirements in force are being met** both in the sector of the services provided and those related to the environment, as well as other requirements that the organisation complies with voluntarily.



We encourage **continuous training**, conveying the principles of quality and the environment to all those who join the company, as well as motivating participation and teamwork which allows us to meet the company's objectives as a team.



The **adoption of quality criteria**, in relation to **suppliers and subcontractors**, ensuring that they comply with the principles of this policy and the guidelines in the quality and environment system, allows greater commitment to satisfying our customers' expectations and to environmental awareness.



The lines of continuous improvement at **TRANSPORTES DE VEHÍCULOS BOADA, S.L.** are set out on the basis of this policy which defines the framework for setting objectives and milestones with regard to improvement.

The company management is committed to complying with requirements and continuously improve the efficiency of the integrated quality and environment management system.

Laguna de Duero (Valladolid), 20<sup>th</sup> September 2004

Company Management