

## BUSINESS POLICY

**The management from ANDBUS** is conscious of the importance that it has to satisfy the expectations of its clients, respect the environment in accordance with the sustainable development frame, and guaranteeing the work's safety and health of any person. It compromises to dispose at any given time of the necessary resources both human and technical to developed the strategical lines of action that ensure the achievement of set purposes.

The business compromises to comply with the legal requirements and rules that apply to it. Also, any other requirements that the Organization subscribes related to the quality of its products and services, environmental aspects, and the security and Health of the work place. At the same time, it also incorporates COVID procedures inside the whole Organization and informs its customers and staff.

**ANDBUS** compromises itself to:

- Comprehending the necessities both from today and future of our clients. Trying to satisfy them and going beyond the expectations when possible.
- Train and sensibilize all the staff and promote the communication also with our providers. Promoting the participation of all interested parts.
- Ensuring a high level of work security and compromising to eliminate the dangers and reducing the risks for the safety and Health of the staff and promoting actions that further improve the level of security even going beyond what's required by law when necessary. Also complying with any other compromises subscribed by the business voluntarily so that incidents and work-related diseases are avoided.

With the purpose of achieving a continuous improvement in the accomplishment of our activity regarding the efficiency of processes, also in regard of our customer service, safety and work health the quality management System has been established base on **ISO 9001:2015 and the UNE 13816:03**, which compromises the accomplishment of objectives marked by the **ANDBUS** group and serves as a mechanism for the whole Organization to know and understand each other, also to comply with the principles described.

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