



POLICY

R.0

INTEGRATED QUALITY AND ENVIRONMENT POLICY

The Management of Autos Mediterráneo being aware of the obligations imposed by the assurance of Quality and the protection of the Environment according to the UNEEN-ISO 9001: 2015, UNE-EN-ISO 14001: 2015 and UNE-EN 13816: 2003 Standards; reaffirming itself in the business philosophy of satisfying the needs and expectations of its customers, existing since its establishment, declares, publishes and puts in general knowledge of its entire organization its Quality and Environment Policy consisting of:

- Satisfy the needs of customers.
- Inform the client before any eventuality that may be cause of delay or failure to perform the requested service.
- Not to flee from the responsibilities regarding the damages that our way of acting may have caused to the Client.
- Treat the claims or complaints of the Clients with the highest priority.
- Know and comply with current legislation that affects us, as well as any other requirement that the organization subscribes.
- Environmental Protection.
- Prevent pollution to the environment of our activity, controlling and reducing the pollution generated and proceeding to value or properly manage the waste generated in the production activity of AMSA.
- Identify and evaluate the environmental aspects derived from the main activity, focusing actions on those with a more significant impact.
- Maintain an attitude of continuous improvement in the development of services.



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SCOPE OF INTEGRATED MANAGEMENT SYSTEM

ORGANIZATION: **AUTOS MEDITERRÁNEO, S.A.**

EMPLACEMENTS:

- C/ Carcagente, nº1 12005 Castellón. Oficinas centrales.
- Avda. Hermanos Bou – Camí Caminás, nº127 12003 Castellón. Garaje-Taller.
- C/Illa de Buda s/n, P.I. Mediterráneo 12500 Vinaròs. Garaje.

ACTIVITY:

UNE-EN ISO 9001, UNE-EN ISO 14001 & UNE-EN 13816.

- Urban and interurban transportation of passengers by bus.
- School transport and discretionary transportation.

UNE-EN 13816 Lines:

- Castellón-Borriol.
- Castellón-Vinaroz (by the A7 and the N340).

All the requirements of the UNE-EN ISO 9001: 2015 standards are applicable, except for the requirement of the UNE-EN ISO 9001: 2015 standard: 8.3. Design and development of products and services. Justification: in the activities named in the present scope is not necessary the design and development of any product or service, nor required by the applicable legislation, nor requirement of the client.

Legal requirements of application: municipal ordinances, regional, national and European legislation. Both in the area that governs the activity and in the environment.

The organization subscribes to the environmental requirements indicated by its clients.

The organization does not have the capacity to influence the environmental behavior of its product suppliers.

By the Management

Date

06/30th/17