



## Integrated Management System Policy

### (Quality and Environmental Management)

**ROR GROUP** is an organization faithfully **committed** to the **quality** and **continuous improvement** of its road freight transport and integrated logistics service. The policy of our organization aims to ensure our customers the proper execution of our services, in accordance with the requirements in force mutually agreed, providing real solutions to specific problems and recognizes its responsibility to control and prevent pollution, reducing the environmental footprint that could result from its activity, as well as the preservation of the environment through the **implementation** of an **environmental management system**, thus trying to evolve towards continuous improvement.

Quality and respect for the environment is a commitment of our organization and an individual responsibility of each member of our staff, which must be reflected in concrete actions that reflect internally and externally an image of ROR GROUP, which is identified with professionalism and quality.

That is why we focus our efforts on:

- Comply with the requirements and needs of our clients and interested parties, as well as with the applicable legal requirements and other requirements in environmental matters, to achieve their total satisfaction, offering solutions, not mere services. With quality standards of: information, monitoring of our customers' operations. In this way we manage to meet the requirements and continuously improve the effectiveness of the IMS.
- Comply with the commitment to environmental protection, including pollution prevention and other specific commitments relevant to the context of the organization.
- Commitment to the rational consumption of natural resources, efficient waste management and prevention of environmental pollution arising from our activity.
- The continuous improvement of the quality and environmental management system, as a permanent objective, to increase the quality perceived by our customers, and to correct as soon as possible and in the most effective way, those non-conformities that occur.
- The execution of order deadlines, punctuality and trust among our customers and suppliers, as key points in the daily management of the organization.
- To favor a participative environment among employees, integrating them into the common objective and improving communications that facilitate teamwork, individual recognition and suggestions for improvement, as well as the creation of a fundamental management culture integrated into the quality of service and environmental protection, training and motivating our employees.



## System Policy Management

- To make the company known in increasingly wider territorial scopes.
- To ensure that this Integrated Management System Policy is known to all employees and stakeholders, so that they are fully aware of the quality and environmental aspects affecting the organization.

This Policy will serve as a framework for the establishment of the annual Objectives and for their review. Senior management will ensure that all necessary means are in place to ensure the implementation of this policy in all areas of Ror Group.

Fdo. Mr. Ricardo Ortego Robles  
Administrator