Sagalés

QUALITY POLICY

Sagalés is a family company specialising in mobility and other complementary services, centred mainly on public passenger transport and health services transport. As part of its activity, the company has established criteria governing its policy within the framework of its Integrated Management System (IMS).

The IMS includes the procedures and instructions that must be followed according to the requirements of relevant standards in different areas. Through this Quality Policy, we carry out our mission: To facilitate the mobility of people, making available to them multiple innovative, sustainable, accessible and trusted models.

Focusing on quality as part of the provision of our mobility services, in a broad sense, entails:

- Satisfying customers by providing them with the highest quality, with quality understood as reasonable prices, qualified personnel, appropriate vehicles, compliance with timetables (subject to traffic conditions) and suitable customer service, both in passenger transport and healthcare transport.
- Offering travel solutions and products that meet customers' needs.
- Establishing the appropriate internal and external communication channels to convey our commitment to quality as an overall concept.
- Having a range of suppliers capable of guaranteeing a good service and quality at competitive prices.
- Dedicating and optimising resources for the provision of healthcare transport, patient care and the improvement of equipment, vehicles and facilities.
- Maintaining a workforce made up of a team of professionals whose best asset is their human qualities, in addition to their proven professional experience.
- Complying with all applicable law and regulations as well as the contractual requirements of our customers.
- Identifying key risks in the operational continuity of our services in order to manage and mitigate them to minimise impact.
- Continuously improving the Integrated Management System and its alignment with the business strategy in all areas.

These principles materialise in objectives that are regularly reviewed in IMS review meetings (RSD), led by General Management.

Our Environmental Sustainability Policy, as well as the rest of the policies deployed as part of our Integrated Management System, are available to all Sagalés employees for their knowledge and compliance; moreover, any other interested party can find information through our website. This policy is regularly reviewed to ensure that it is always aligned with the company's mission and vision.

Approved by the Management of Sagalés

Mollet del Vallès, 29 April 2022