

CORPORATE SUSTAINABILITY POLICY

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1. INTRODUCTION

The Vascongada, in accordance with what is established by the United Nations Organization, conceives sustainable development as satisfying the needs of the present generation without compromising the ability of future generations to satisfy their own needs.

Therefore, aware that the activity it carries out has a very important role as a driver of economic development and social cohesion, it faces its commitment to sustainability caring for and protecting people and helping to develop the business fabric of the places where it operates, looking at the present and with an eye toward the future.

2. OBJECT

This Corporate Sustainability Policy establishes a framework of reference, from which any La Vascongada can develop and promote socially responsible behavior, regardless of the form - conventional and/or digital - in which the business is carried out and the place where it provides service, locally adapting the actions that are necessary for compliance.

3. SCOPE

This Policy, whose purpose and commitments are complemented and developed through the different regulatory instruments of La Vascongada, constitutes a mandatory framework regarding sustainability.

4. INTERNATIONAL SUSTAINABILITY STRATEGY AND COMMITMENTS

4.1. Strategy

LA VASCONGADA understands that being sustainable means acting in a balanced way in the three pillars of Sustainability (environmental, social and economic), to contribute to sustainable development.

Therefore, its sustainability strategy is based on:

- Find a medium and long-term balance between environmental, social and economic challenges and define how these affect the company and the interest groups with which it relates.
- Manage the company's impact on society and identify opportunities for sustainable development, to create shared value with stakeholders and society in general.

5. GENERAL PRINCIPLES OF ACTION

LA VASCONGADA has assumed the following principles of action, which are transversal to the entire organization and constitute the basis for building a global commitment to sustainability and the sustainable development of the company.

5.1. Compliance with current legislation and prevention of corruption

LA VASCONGADA rejects any illegal or fraudulent practice to obtain business advantages and has mechanisms for the prevention, surveillance, reporting and sanction of any practice of this nature that is evident in the company, in any of the territories in which it operates.

5.2. Good government

LA VASCONGADA adopts corporate governance practices based on ethics, business transparency and diversity; respecting the rules of free market and free competition, and rejecting any illegal or fraudulent practice, contrary to the rules of good corporate governance, as well as the rest of its internal rules and policies, to obtain business advantages.

LA VASCONGADA has internal mechanisms for prevention, surveillance, reporting and sanctioning any practice described in the previous paragraph that occurs in the company.

5.3. Communication and dialogue with all interest groups

The construction of stable relationships that generate trust is based on dialogue and the principle of good faith and, therefore, in its internal rules, LA VASCONGADA has established the criteria that must govern its actions with its employees, clients, partners, suppliers and collaborating companies, competitors and authorities.

Likewise, LA VASCONGADA has specific communication and dialogue channels that also allow us to know your needs and expectations. In addition to these channels, LA VASCONGADA has processes for identifying those matters considered material or relevant for the development of business activity and for its stakeholders.

5.4. Commitment to transparency.

LA VASCONGADA conceives and assumes transparency as a way to transmit and generate trust and credibility to our interest groups, which implies:

- a) Disseminate relevant and truthful information about the company's performance and activities, complying with any legal public information requirements that may exist.
- b) Prepare and publish financial and non-financial information, subjecting it to the necessary internal and external verification processes, thus guaranteeing its reliability and encouraging its continuous improvement.

5.5. Commitment to Human Rights

LA VASCONGADA rejects any conduct that may constitute a violation of human rights.

Therefore, it is a priority objective to consolidate within your organization a culture in which Human Rights are scrupulously respected, promoting and generating behaviors that demonstrate respect for people.

5.6. The diversity

Diversity is key to the competitiveness of companies and to the social development of countries.

LA VASCONGADA aims to consolidate a culture of respect for people and behaviors that are favorable and open to diversity, as well as guarantee effective equality of opportunities and treatment of all the groups with which it interacts.

5.7. Fiscal responsibility

LA VASCONGADA, aware that the payment of taxes has a direct impact on the economic and social development of the countries in which it operates, complies with its tax obligations in accordance with existing tax legislation.

5.8. Conservation and promotion of the Environment

LA VASCONGADA carries out its activity under the firm commitment to contribute to sustainability from an environmental perspective, materializing through the integration of the environment in the business, the promotion of environmental responsibility, preservation of biodiversity, pollution prevention, management resource efficiency and climate change mitigation.

5.9. Promotion of social responsibility

LA VASCONGADA promotes social responsibility through its presence and participation in national and international reference forums in which behaviors and commitments aligned with the contents of this Policy are promoted, as well as with its adequate communication and dissemination.

5.10. Environmental, social and governance risk management

To guarantee effective risk management, LA VASCONGADA has developed a set of risk management policies that assign responsibilities, establish general guidelines, basic

principles and the framework of action for each type of risk, ensuring consistent application.

5.11 Commitment to responsible investment

LA VASCONGADA develops its commitment to sustainability by integrating environmental, social and economic criteria in the business and also in its investment decisions.

6. PRINCIPLES, COMMITMENTS, OBJECTIVES AND ACTION STRATEGY IN RELATION TO STAKEHOLDERS

6.1. Employees.

LA VASCONGADA promotes a work environment based on an atmosphere of trust and mutual commitment, which implies:

- a) Consolidate a culture of respect for people and behaviors that are favorable and open to diversity.
- b) Guarantee the right to effective equality of opportunities and treatment to all workers that allows them, without exception, to develop personally and professionally.
- c) Avoid any type of employment discrimination in the areas of access to employment, promotion, professional classification, training, remuneration, reconciliation of work, family and personal life and other working conditions.
- d) Contribute to maintaining work environments free of harassment and violent or offensive behavior towards people's rights and dignity, and ensure that, if they occur, appropriate procedures are available to deal with the problem and correct it.
- e) Achieve an optimal level of job security, and achieve a work environment that allows LA VASCONGADA professionals to carry out their work in the best physical, mental and well-being conditions.
- f) Promote the establishment of remuneration conditions that guarantee a decent salary, recognizing the performance and contribution of workers to the company's results.

To guarantee the commitments assumed, LA VASCONGADA has corporate policies, standards and internal protocols, which are available to all staff.

6.2. Customers.

Clients are the basis of the business, including potential clients, and therefore, LA VASCONGADA assumes the following commitments:

- a) Provide honest advice and complete information on the characteristics and qualities of LA VASCONGADA products and services, prior to contracting.

- b) Provide an accessible and quality service within the agreed period, monitoring the customer experience, through surveys that measure their satisfaction and through other means and systems that allow active and permanent listening to the customer in all those processes and operations in which that it is related to the company.
- c) Manage and resolve your claims in the shortest possible time, maintaining due confidentiality in the processing of your data.
- e) Maintain adequate and efficient communication channels, using the means that best adapt.
- f) Permanently innovate in products and value-added services.
- g) Respect and comply with the rules that regulate communication and marketing activities and assume the voluntary codes that give transparency and veracity to said actions.

LA VASCONGADA has corporate policies and standards that develop the commitments assumed in this section.

6.3. Suppliers.

LA VASCONGADA has a management and relationship model with suppliers that seeks to guarantee an ethical and socially responsible process in its actions with all those involved in the value chain. This implies ensuring that suppliers comply with the principles established for these purposes in internal policies and regulations.

6.4. Regulators, authorities and institutional organizations.

LA VASCONGADA develops its business and institutional activity with full respect for current regulations and standards, developing a constructive and collaborative dialogue with regulatory and supervisory bodies, with the ultimate objective of adequately and sustainably developing its business model, with respect for the environment, the environment and social interest.

Likewise, LA VASCONGADA collaborates and participates in business and sector organizations and associations that help it form a more comprehensive and global vision of the environment in which the insurance and investment industry operates, its impacts, risks and opportunities, while allowing it to know the keys to an increasingly complex and interconnected economic and social reality, respecting at all times current competition legislation.

This relationship with regulators, authorities and the institutional environment is also governed by the principles of ethical, transparent and socially committed action, promoting at all times strict observance of the Codes of good practices and good institutional governance.

6.5. Society.

LA VASCONGADA is committed to economic and social development and for this reason:

- a) Assume the impact that its activity generates on society, evaluating and managing non-financial, ethical, economic, reputational, social and environmental risks.

b) In the development of its activity, LA VASCONGADA may promote those initiatives and activities that benefit society and the company's sustainability strategy.

The company's management carries out the task of monitoring the Sustainability initiatives and commitments acquired by LA VASCONGADA at all times, as well as evaluating and proposing the accession of new initiatives related to this area of action that are relevant to the company.

6.6 Option for staff growth in our company

The professional growth of the staff of a moving and transportation company is an important issue to improve the quality of the service provided. Personal growth and professional development are closely related. Personal growth is a continuous process that encompasses many facets and roles of the individual, and is essential for the development of talents, skills and competencies. Personal growth is not something that is achieved immediately, but rather has defined characteristics, such as being comprehensive, progressive, evolutionary and continuous.

Regarding the profession of moving personnel, moving company operators are not mere loaders, since this job requires certain qualifications from its workers and adaptability to the circumstances of each service to be performed.

In our case, regular staff receive technical training from time to time.

To encourage the professional growth of the staff of a moving and transportation company, the following measures are considered:

Provide technical training: Technical training is essential so that workers can acquire new skills and knowledge that allow them to improve their performance and develop their professional career. Training can be provided by the company itself or by specialized institutions (Training course)

Offer promotion opportunities: Workers should have the opportunity to advance in the company if they demonstrate their worth and ability to hold positions of greater responsibility. This will allow them to develop their professional career and increase their motivation and commitment to the company.

In the case of drivers of light vehicles, our company gives the option of subsidizing all new permits to be able to drive trucks of greater tonnage and longer routes that are generally more beneficial for our employees.

Encourage collaboration and teamwork: Collaboration and teamwork are essential to the success of any company. Workers should be encouraged to collaborate and share knowledge and experiences so that they can learn from each other and improve their performance

7 APPROVAL AND MONITORING

This policy has been approved by the Management of LA VASCONGADA,



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