

INTEGRATED MANAGEMENT SYSTEM POLICY NERTUS MANTENIMIENTO FERROVIARIO Y SERVICIOS S.A.

NERTUS Mantenimiento Ferroviario y Servicios S.A. is committed to implementing an Integrated Management System in its activities to minimize negative **environmental impacts**, ensure **continuous improvement**, **eliminate hazards** and reduce workplace health and safety risks so as to bring a high level of quality and safety to its processes, facilities and services, paying special attention to **employee protection** by anticipating possible damage to and deterioration of health, and protecting its contractors, customers and the local environment.

The company's commitment to sustainability has been taken on and is driven by its management, which has assigned the human and material resources needed to bring this about.

Our commitments

To **our customers**:

We contribute to our Customers' success by maintaining their trains efficiently, safely and profitably. We promote the continuous improvement of our processes so as to increase the availability, reliability and comfort of the trains that we maintain, by providing services and solutions that **satisfy our customers' quality requirements**.

To **our contributors**:

We foster diversity as a source of talent, creativity and experience, and make this commitment part of the recruitment, hiring, development, participation, promotion and remuneration of our contributors. Respect for human rights and human dignity are essential principles at our company. We provide our contributors with a safe and healthy working environment and help them to balance their professional and personal lives. We offer training and development and guarantee **equal opportunities** and **non-discrimination**.

We have a team of people capable of learning, taking the initiative, behaving with integrity, working as a team, acting as leaders in their area of responsibility and committed to NERTUS' objectives. As we are well aware that responsibility for safety involves the entire organization and recognize that it is an integral part of its management, we are committed to achieving a high level of workplace health and safety.

We encourage respect for the environment from all our contributors and provide them with the appropriate resources and training in this area.

We promote consultation with and the participation of our workers and their representatives in improving our workplace health and safety system.

To **our suppliers and subcontractors**:

Maintaining an open, smooth, honest, and transparent dialogue with our suppliers and subcontractors is the basis of our commitment to improvement. We control the quality and safety of the services and the products provided by our strategic suppliers through continuous evaluation in order to optimize our relationship with them, ensure the quality and proper management of supplies and improve our ability to respond to the needs of our customers.

We encourage teamwork with our suppliers and subcontractors, ensuring that they are involved in our Integrated Management System Policy, the improvement of our processes and the satisfaction of our customers.

To **society**:

Ethics, austerity, honesty and transparency are fundamental values for us.

Our social responsibility is based on an open dialogue with the communities of which we are part. Our goal is to become a reference point for society and to contribute to economic, social and cultural development by promoting education, science and culture.

To the **public administrations**:

At their different levels, European, national, autonomous region and local, the public administrations play a fundamental role in shaping the environment in which companies compete, collaborating fully with all their requirements. We are committed to complying with all applicable laws, regulations and any other requirements that the organization may subscribe to, as well as striving to become an exemplary company. We are especially committed to maintaining a spirit of continuous improvement and to acting preventively in all our activities, especially those relating to safety and the environment.

To **our competitors**:

NERTUS Mantenimiento Ferroviario y Servicios considers free competition to be an essential element of development and prosperity. Strict compliance with antitrust laws, integrity and ethics governs all our actions.

To **our shareholders**:

We strive to meet the expectations of our shareholders by agreeing on and specifying our targets for growth, profitability and market share in the short, medium and long term. Our commitment contributes to the ongoing creation of value, aimed at maximizing the strength of the company.

27 February 2019