

Quality Policy and Customer Commitment

At Transportes Consolidados, we are committed to excellence in providing logistics services, ensuring our clients' satisfaction and regulatory compliance.

- **Our commitment is based on the following quality pillars:**
- **Continuous Service Improvement:** We promote the constant review of our processes and services to achieve higher levels of performance and efficiency.
- **Strategic Planning:** We ensure that operations and resources are aligned with strategic planning that supports the organization's objectives.
- **Integrity and Risk Management:** We maintain integrity across all our processes and actively manage the risks inherent to the logistics chain to guarantee a secure service.
- **Customer Focus:** We strive to meet and exceed our clients' expectations in every service provided.
- **Resource Optimization:** We work to optimally utilize all our resources, contributing to the efficiency and sustainability of our operations.
- **Legal and Regulatory Compliance:** We ensure strict compliance with current legislation applicable to our services.
- **Selecting Business Partners:** We carefully select our business partners (associates) to maintain the quality and security of the entire service chain.
- **Motivated Personnel:** We commit to maintaining a motivated workforce, understanding that employee commitment is key to service quality.
- **Information Security:** We promote a culture of information security within the organization.
- **Social Responsibility:** We include a commitment to social responsibility in our management system.

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