

QUALITY AND ENVIRONMENTAL POLICY

The development of a Quality Management System is essential to guarantee excellence in the services provided and to achieve the highest quality standards. This policy is created based on the requirements of the ISO 9001 standard and taking into account the context of the organization, the needs and expectations of interested parties, and it is aligned with the strategic direction of the company.

Therefore, the Management of NAVA FORWARDING is committed to:

- Satisfy both customer requirements and the applicable legal regulations and those of other interested parties.
- Continuous improvement of quality services, through the prevention or elimination of incidents. At the same time, it is committed to ensuring that if any non-conformity occurs, it is analyzed, the necessary actions are taken, and all affected personnel are informed.
- Establish a culture of high quality and continuous improvement within the organization and with suppliers and subcontractors. Ensuring adequate resources and training, so that the work is carried out safely, punctually and professionally.
- Provide efficient services that meet the needs of our customers, using environmentally friendly and economically viable technologies.
- Acquire a greater commitment to the environment and its protection by preventing pollution, using resources responsibly, and contributing to sustainable development of our logistics operations, promoting continuous improvement and joining efforts to achieve compliance with environmental requirements.

NAVA FORWARDING's management considers its human resources to be the most important factor in achieving these objectives and influencing quality and customer confidence. To this end, teamwork, commitment and dedication of all its employees is fundamental. At the same time, the Management Team wishes to communicate to all personnel the importance of the implementation of this policy, committing itself to providing the necessary resources and monitoring its effectiveness.

Nava Forwarding Management.