



QUALITY POLICY AND FOOD SAFETY

MARCH 2018-/R00

VILLASAN & PUERTAS, S.L., is a company whose activity is that of "Agency of national and international transport of goods by road without own transport elements". Quality, food safety, continuous improvement and customer satisfaction are issues whose importance have been the subject of growing attention in our company, which is why we have established and coordinated the implementation of a Quality and Food Safety System on the basis of the requirements of the IFS Protocol LOGISTIC (International Food Standard).

The Directorate, the main expert on the possible food health risks that can be generated in the development of the provision of its services, from the reception of the merchandise until delivery to the final customer, expressly expresses its commitment to the development, implementation and improvement Continuous Quality Management System and Food Safety in order to achieve compliance with the following policy:

- Achieve the maximum satisfaction of our customers by providing a fast, efficient and personalized service.
- Comply with the legal requirements applicable to our activity, as well as those acquired by the organization.
- Comply with the requirements of the IFS Protocol of great international recognition in the Food Industry Sector.
- Work from all departments so that the client at the time of contracting our transport services has an optimal system of quality and safety of their products.
- Effective management and control of the entire production process / service provision, to ensure compliance with the requirements acquired with our client according to our product quality and safety system since it enters our company until it is sent and delivered to its customers.
- Work from all departments so that the carrier sees in us a "partner", that is a contributor to his business (Partner), giving him solutions and collaborating in the increase of his turnover.
- Food Security As a responsibility that is assumed and shared by all the people that make up the company; To do this we are committed to raising awareness and motivating the staff of the organization, about the importance of the implementation and development of a System of Quality and food safety.
- In the activities developed by VILLASAN Y PUERTAS, S.L. the satisfaction, well-being and suggestions of the employees are taken into account, as well as the clarity and confidentiality of our clients.
- We will establish the necessary instruments to continuously improve both the Food Quality and Safety Management System, as well as to prevent non-conformities and food hygiene hazards associated with our activity, so we advocate the establishment of objectives that we therefore provide continuous improvement; o Continuous search for optimization and improvement of processes, so that the contracted services are fully fulfilled and defects are reduced.
- Commitment to the Environment and sustainable development seeking to combine the protection of the environment with the profitability and quality of our productive activities.

SIGNED BY THE MANAGER:

Guillermo Villasán Quevedo.

