

 Consignaciones TOROYBETOLAZA	INTEGRATED MANAGEMENT POLICY Integrated Quality, Environment, Occupational Health and Safety, Food Safety, and Ethical and Socially Responsible Management policy	CTB- AM01- R5	Página 1 de 1
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Aware that service quality, environmental care, guaranteeing the safety of our products, the health and safety of our people, and ethical and socially responsible management are essential for the development, maintenance, and increase of our market share, at Consignaciones Toro y Betolaza, S.A. (hereinafter, CTyB), our main constant is "Customer Satisfaction."

To this end, we have developed and implemented Quality, Environment, Food Safety, Health and Safety at Work, and Ethical and Socially Responsible Management Systems, outlined in the Integrated Manual of Quality, Environment, Occupational Health and Safety, and Ethical and Socially Responsible Management, in compliance with the requirements of UNE-EN-ISO 9001, 14001, 45001, BRC standards, and the principles of ethics and corporate social responsibility.

As a shared responsibility of all CTyB members, we establish the following general objectives of our integrated policy:

- **Compliance and Ethics:** We commit to complying with external and internal requirements of our clients, as well as any other legal and/or regulatory requirements related to service, the environment, quality and food safety, worker safety and health, and ethical and socially responsible management.
- **Continuous Improvement:** We base our Management System on the principle of Continuous Improvement in the Effectiveness of providing each service, caring for the environment, ensuring the total safety of products, guaranteeing worker safety and health, and in ethical and socially responsible management.
- **Participation and Training:** We encourage worker consultation and participation, as well as continuous training of all personnel to ensure the effectiveness of our systems, apply good practices in food safety, and promote a culture of transparency and business ethics.
- **Corrective and Preventive Actions:** We implement corrective and preventive actions to ensure service quality, environmental protection, occupational safety and health, and compliance with ethical and socially responsible principles.
- **Development and Adaptation:** We commit to developing, maintaining, and adapting our Quality, Environment, Food Safety, Health and Safety at Work, and Ethical and Socially Responsible Management Systems to market demands and principles of ethics and corporate social responsibility.
- **Product Quality and Safety:** We commit to enhancing commitment to product quality and safety culture, protecting the product from receipt to dispatch to maintain its safety and minimize environmental impact, and maintaining safety in activity execution from the perspective of hygiene, quality, and fraud control.
- **Customer Satisfaction and Transparency:** We continuously seek customer satisfaction and commit to a culture of transparency in all our operations.
- **Social Commitment:** We commit to combating corruption in all its forms, ensuring compliance with legislation and human rights, establishing a framework of collaboration with our suppliers based on our values, and promoting a business culture committed to sustainability and ESG (Environmental, Social, and Governance) principles.

Each member of CTyB is responsible and must exercise the duty to take care of oneself and others by acting in accordance with this integrated Quality, Environment, Occupational Health and Safety, Food Safety, and Ethical and Socially Responsible Management policy.

Bilbao, 11 of March of 2024,



Gorka Zabala
Managing Director