

# ISO Integrated Management Policy 9001, 14001 y 45001

*Scope: Passenger transport on board iryo trains on the Spanish high-speed rail network. Operation of rail and passenger services.*

Here at ILSA (Intermodalidad de Levante SA), we place quality, environmental protection and the protection of workers' health and safety at the centre of our corporate strategy. This is the approach we have chosen to achieve our mission and realize our corporate vision,

That's why ILSA has taken the decision to implement, maintain and improve an integrated management system (IMS) in accordance with standards **UNE EN ISO 9001, 14001 and 45001** with the aim of achieving "Total Quality", the prevention of pollution, environmental protection and the "0 workplace accidents" philosophy.

As part of this approach, ILSA management commits to:

- Lead the re-evolution of mobility in Spain and Europe with a personalised multi-modal and sustainable proposal that provides "the best journey".
- Offer the freedom to choose the best travel experience for our customers and the regions in which we operate.
- Achieve the trust and satisfaction of our customers in a safe and sustainable way.
- Meet all legal and other regulatory requirements at national and European level, remaining up to date at all times.
- Achieve the objectives established for the improvement of the IMS, establishing those objectives relating to the customer, environmental performance and workplace safety performance as fundamental.
- Contribute the necessary resources to achieve objectives and meet the legal and regulatory requirements and the demands of customers or others.
- Promote a focus on processes in both our company and among collaborators.
- Offer shareholders continuous values, protecting and employing the company's capital efficiently.
- Continuously improve the IMS in search of corporate excellence.
- Guarantee the health and safety of workers, providing education and training on the general and specific risks in their positions.
- Make the resources necessary for health and safety supervision available to workers.
- Build strong and lasting relationships with employees, customers and suppliers, based on trust and mutual benefit.
- Respect the companies in our professional environment, including competitors, doing business with integrity adhering to codes of best practice for management.



INTERMODALIDAD DE LEVANTE S.A.

ANNEX 1 – CO No. 021 of 16 Oct 2023

- Maintain ethical values with all stakeholders, allowing no form of discrimination on grounds of religion, sex, race, ideology or disability, age or sexual orientation nor any form of physical, verbal, sexual or psychological abuse.
- Apply commitment across all levels of the company.
- Foster the commitment of employees with the company and teamwork, creating integrated working environments in which to obtain the best results.

The purpose of the dissemination of this document within the company is to reach each and every employee, from managers to those who have only recently joined the company, and to help achieve our objectives successfully.

In Madrid, on 16/10/2023.

**Marino Santopinto**

Chief Safety and Security  
Officer

**Simone Gorini**

CEO and Managing  
Director

**Signed:**

**Signed:**