



# The quality and values in our services distinguish us.

**ader's vision** - We work to continue being the partner of excellence in dedicated and exclusive transport services for Spain and Portugal and to become the partner of excellence for all of Europe.

- ✓ **Improving** Service Delivery and Customer **Satisfaction**.
- ✓ **To know, analyze and standardize** each one of the processes and activities of the Service, considering the fulfillment of the requirements, both of the Customers and the legal, regulatory and ADER's own requirements.
- ✓ To **control the critical elements** of the Service provision.
- ✓ **Prevent** the occurrence of **errors** and reduce the possible costs of Non-Quality.
- ✓ **Increase Customer Confidence** and the Added Value of the Service.
- ✓ To **obtain a differentiation advantage** with the rest of the Service Companies and to establish the necessary bases for the implementation of methods, objectives and tools of Continuous Improvement and Total Quality.
- ✓ **Customer satisfaction** through consistent delivery of high quality services and attention to detail.
- ✓ **Continuous improvement** in all operational areas, constantly seeking opportunities to increase efficiency and effectiveness.
- ✓ **Regulatory compliance** by ensuring that all activities and services comply with applicable laws and regulations.

**Our focus is clear.** Distinction in the marketplace by our customers and suppliers must come hand in hand with doing the right thing, day in and day out, by improving our processes.

**The continuous search for excellence from leadership,** raising service standards, acting with a global mindset and being rigorous with our quality manual, will position us as quality providers of exclusive transportation services.



# Sustainability and environmental protection, our motivation.

**ader's vision** - We want to lead sustainability in the European transport sector by working for the continuous improvement of all processes from the point of view of respect and protection of the environment.

- ✔ To **reduce the emission of pollutants and waste** in order to conserve resources.
- ✔ **Design processes that reduce the environmental impact** of our activity and evaluate in advance, the environmental impact of new activities or services, considering compliance with the requirements of both customers and legal, regulatory and ADER's own.
- ✔ **Promote a rational use of natural resources** and environmental awareness to favor our environment, not only through our work, but also involving all our suppliers and customers.
- ✔ **Use energy efficiency criteria** in the design of services, including this criterion as a variable to be taken into account in decision making.
- ✔ **Develop and implement means of control** and indicators that allow us to evaluate and reduce the effects of climate change, focusing our vision on the quantification and reduction of the carbon footprint, seeking continuous improvement in terms of sustainability.
- ✔ **Legal and regulatory compliance** in all our activities, ensuring compliance with environmental protection laws and sustainability regulations.
- ✔ **Continuous improvement** in our environmental practices, innovating and adapting our processes for greater ecological efficiency.
- ✔ **Stakeholder involvement** in promoting sustainable practices, actively collaborating with suppliers, customers and the community to foster a healthier and more sustainable environment

**The Quality and Sustainability approach** must be based on respect and promotion of the fundamental values of social responsibility, respect for the environment, development and implementation of the best available practices, and rationalization in the development of services.

**The minimization of the environmental impact** and the prevention of pollution are the challenge that ADER sets itself to cooperate with our clients in Environmental Sustainability.