



A.B.Q., S.A. company certified in the activities of:

**FORWARDERS,  
AIR FREIGHT,  
CUSTOMS BROKERS AND CUSTOMS TAX CONSULTANCY**

Aware of the need to adapt to the demands of the sector, in its policy of continuous improvement and transparency with its clients and employees, it establishes as QUALITY POLICY:

**IMPROVE SATISFACTION AND STRICTLY COMPLY WITH THE LEGAL REQUIREMENTS ACQUIRED WITH THE CUSTOMER**

Improve the techniques used, providing them with the necessary means to adapt to the needs of our clients, as well as compliance with the applicable legal requirements.

Establishing the necessary measures to guarantee that the operations are carried out according to the plans, trying to offer a service with the best value for money.

**IMPROVE THE PERSONAL AND PROFESSIONAL SATISFACTION OF THE COMPANY'S EMPLOYEES**

Promoting a suitable work environment, offering adequate equipment and facilities, in addition to the necessary training for professional development.

**CONTINUOUS IMPROVEMENT OF THE EFFECTIVENESS AND PRODUCTIVITY OF THE ORGANIZATION**

Ensure the effectiveness of our activities by increasing the profitability of the operations carried out, without implying a decrease in their Quality due to delays or incidents through adequate planning and control.

The Management publicly undertakes to promote and facilitate all those initiatives that help achieve the proposed policy and the continuous improvement of the effectiveness of the Quality Management System.

**APPROVED BY GENERAL MANAGEMENT**

**Enrique Patuel Sanchez-Rubio**