

Policy Management *empark*

SCOPE

COMMITMENTS

COMPANIES

SCOPE

**We are an organisation that provides mobility solutions:
Short-stay, by the hour and tow trucks.**

SCOPE OF THE MANAGEMENT SYSTEM (ACTIVITIES)

Standards:

- * ISO 9001: 2015. Quality Management.
- * ISO 14001: 2015. Environmental Management.
- * ISO 27001:2013. (Applicable to the Activity of the Management of Regulated Parking on Public Roads - TESTORA Process.)

Activities:

- * Tenders
- * Development and Management (Design and Construction) of Short Stay Car Parks
- * Operation of short stay car parks
- * Management of regulated parking on public roads
- * Management of vehicle removal services on public roads

Geographical area:

- * Spain
- * Portugal
- * United Kingdom

COMMITMENTS

Our management system is the means that allows us to meet the following commitments.

CONTINUOUS IMPROVEMENT

We are convinced that continuous improvement allows us to be more effective and efficient in the management of our services and facilities, including improvements to the way in which we carry out our activities in an environmentally friendly manner.

To make continuous improvement a reality, we undertake to:

- Identify and manage internal and external issues that affect, or could affect our services and facilities, the security of the information we use, as well as our performance, and the environmental impact of our activities.
- Effectively manage relationships with our suppliers and employees, to ensure compliance and to improve their performance.
- Identify the needs and expectations of our main stakeholders, and manage their inclusion as the primary requirement to ensuring their compliance or improvement.
- Identify and analyse risks and opportunities.
- Analyse the knowledge available to the organisation, to identify areas for improvement.
- Actively identify incidents and deviations, to learn about the mistakes that we make and to allow us to take actions to minimise them

All of these aspects are studied at an organisational and process level, to identify areas where action plans can be put in place, and targets set to allow us to achieve the intended improvements.

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FULFILMENT OF REQUIREMENTS

We are fully convinced that identifying and meeting the requirements that apply to our activities and facilities is a fundamental part of guaranteeing the best possible service, information security and respect for the environment.

To achieve this, we undertake to:

- Identify the legal requirements that apply to our activities and facilities.
- Identify our customers' requirements.
- Identify other voluntary requirements and decide whether we wish to follow them.
- Identify the requirements of our stakeholders and decide whether we want to manage them as our own requirements.

Once we have identified all of the requirements, we undertake to evaluate the extent to which they are met, and to take any necessary actions if we are not meeting them.

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ENVIRONMENTAL PROTECTION

We are fully convinced that environmental protection and pollution protection are fundamental parts of our corporate strategy.

Therefore, we undertake to

- Identify all activities that cause, or could cause a significant impact on the environment; if the impact is negative, we seek to minimise it and, if positive, we seek to boost the impact.
- Analyse whether service provision processes can be improved from an environmental performance point of view, and apply these improvements.
- Analyse whether the infrastructure used for providing the services could be improved in terms of energy efficiency and minimising negative environmental impacts.
- Analyse whether the impact on the environment can be reduced by applying accessible and up to date techniques and technologies, and apply them if economically viable.
- Make responsible, effective and efficient use of natural resources, and reduce their consumption as far as possible.
- Raise awareness among the organisation's personnel of the importance of applying best practices to guarantee that we carry out our activities in an environmentally friendly manner.

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INFORMATION SECURITY

The system for managing information security covers activities related to the "TESTORA" service, and includes the following directives:

- To guarantee confidentiality, integrity and availability of information, protecting data and management systems against improper access and unauthorised changes.
- To focus our efforts on the prevention of errors, rather than their control and correction; nevertheless, when security incidents do occur, they will be reported and dealt with appropriately.
- The participation of everyone is key to achieving the established information security objectives, and in this way, we will encourage good practice in the use of technological resources.
- To allow business to continue, as far as information security is concerned, by protecting critical processes against failure or disruption.

COMPANIES

empark

dornier

empark
Infraestructuras

Maksu



These commitments are communicated throughout the organisation and are signed by the most senior representative of the company, the Chairman of Empark.

Pedro Mendes Leal. February 2017.