

QUALITY POLICY

IContainers is the first online freight forwarder on the market that allows exports and imports easily, quickly and economically 24 hours a day, 365 days a year.

We want to be a company with a globalization of service and specialization, which allows us to be leaders in the freight forwarding sector. For this we must get involved, like our suppliers, in offer an excellent quality of service that generates customer satisfaction, all focused on towards continuous improvement and compliance with the requirements established by the quality policy and the ISO 9001 standard.

The company has the support of the shareholders.

Therefore, the Company Mission is based on the following principles:

- Globalization of the service. (One company to cover all your traffic needs Exterior).
- Specialization. (Stand out for being an online company, in some traffics and / or services specific, recovery of lost and paralyzed merchandise in foreign ports, etc.).
- Leadership. (Be leaders, especially in the maritime sector).
- Involvement of staff and maintain their competence. (It is essential for the good Operation of the company).
- Satisfaction of our clients. (Basic principle without which there is no guarantee of the future).
- Continuous improvement. (Society is increasingly demanding and we must fight for leadership in innovation. This mission serves as a framework to establish quality objectives and the management of the risks and opportunities detected. The objectives are established annually in the Management Review).
- Compliance with requirements. (Both the legal, regulatory and the established ones in the management system).

This Company Mission will be disseminated to all levels of the organization through the publication written of the same on the server, presentation in general sessions to the entire staff or other valid means such as the web at <https://www.icontainers.com/corporate/who-we-are/>

In the case of new hires, the Company Mission will be part of the training of reception, so the person in charge of each area will be the one who will explain it to the employee.

Evidence of knowledge of the Company Mission may be maintained in any type of support and is present at <https://www.icontainers.com/corporate/who-we-are/>

The Company Mission will be approved by the Council by signing the original document and by the approval of this procedure.

Carlos Font Hernández
CEO



01/09/2023