

INTEGRATED MANAGEMENT POLICY (ISO 9001-14001)

The Santander Port Authority manages maritime and land operations related to port traffic and services, as well as the port public domain, responding to its mission of providing quality logistic and port services to its users, contributing to economic development and improving its social and natural environment,

The vision that establishes the actions of the Port Authority of Santander is focused on:

- ◆ Its customers know and recognise the Port of Santander for the innovation, quality and efficiency of its logistics and port services, as well as for its respect for the environment.
- ◆ Operators find in the Port of Santander a reliable and efficient framework of collaboration for the performance of their activities.
- ◆ Employees are aware of quality and environmental issues, as well as motivated by job stability and work-life balance.
- ◆ The socio-economic environment recognises the Port of Santander for its ethical and environmental conduct.

The priority objective of the Port Authority of Santander is to be a green, sustainable and intelligent port/ acting as a catalyst for the rest of the logistics chain and the goods managed in the port. To this end/ it is deploying an environmental strategy based on three fundamental axes:

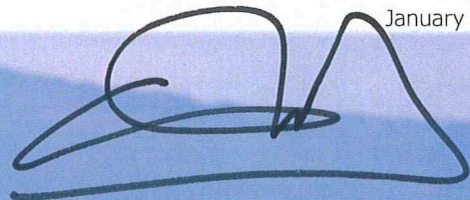
- ◆ Digitalisation of processes and implementation of an intelligent Big Data platform for control and decision-making in the fields of air/ water and soil quality, as well as waste management.
- ◆ The establishment of sustainable development objectives, specifically in the areas of energy efficiency, water management/ circular economy and partnership building, with specific targets to be achieved in the next five years.
- ◆ Decarbonisation of the system and reduction of the carbon footprint/ through the convergence of the two previous axes.

The Port Authority of Santander has an integrated quality and environmental management system, which includes the following principles of action:

- ◆ To understand and/ as far as possible, satisfy the needs and expectations of interested parties, to ensure the sustainability of port and logistics services, establishing an Environmental Sustainability Plan.
- ◆ To develop its strategic objectives, based on the analysis of the organisation's context and considering the three aforementioned axes.
- ◆ To carry out a process-oriented management/ considering the risks and opportunities associated with them and applying the principle of continuous improvement, innovation and environmental protection.
- ◆ Allocate the necessary resources - human, technological and financial - to achieve the established environmental and quality objectives.
- ◆ Operate within the framework of the legislation applicable to its functions and activities, as well as comply with other requirements from interested parties or voluntary agreements.
- ◆ Prevent, control, and minimise pollution through the application of appropriate and feasible organisational and technological measures, within the framework of its competence and in cooperation with the port companies and other Public Administrations.
- ◆ Integrate environmental aspects in the planning, management, and conservation processes of the port public domain, as well as in the execution of works and the provision of services, promoting the environmental improvement of the port service area.
- ◆ Encourage the motivation, participation and awareness of the organisation and the entire port community in the culture of sustainability.
- ◆ Maintain adequate channels of communication with the Port Community, Public Administrations, social and economic agents and society in general/ with regard to the port's activities and in relation to quality and the environment.
- ◆ Annually publish information on the Port Authority environmental performance.

Approved by the President of the Santander Port Authority

January 2024



Puerto de Santander

Autoridad Portuaria de Santander