

euskotren RESPONSIBLE GOVERNANCE POLICY

Euskotren's mission is to promote sustainable suburban and intercity mobility, transporting people in the best conditions of safety, comfort and punctuality, under eco-efficient criteria, and helping to improve the quality of life in our environment, aligning the interests of the company with the values of users, and embracing the public interest.

Euskotren wishes to manage public resources responsibly for the greater well-being of the people and meet the mobility needs of today's generations while regularly reassessing our services, work methods, and service quality to adapt to the changing demands of citizens.

By means of this Responsible Governance Policy Statement, Euskotren expresses the voluntary and supportive commitment of the entire Organisation to achieve the following:

- Industry-leading sustainable mobility: in collaboration with the public administrations and institutions, contributing to the timely economic and social development of the Basque Country and to the improvement of the people's Quality of Life by encouraging permanent and transparent dialogue with our stakeholders to identify their expectations and needs and anticipate them, preserving a spirit of continuous improvement and innovation in all our activities.
- Top Quality citizen-oriented services: offering safe travel that is accessible to all people, on time, comfortable, innovative, high-quality, and ensuring their satisfaction when using Euskotren services.
- Responsible and transparent economic management: by enhancing efficiency, establishing clear goals, developing performance indicators, implementing a hazard control system, and providing accurate and reliable information with a view to managing the resources allocated to Euskotren in a legal and efficient manner.
- Responsible environmental and eco-efficient management: assuming the commitment to preserve the natural environment, control emissions, consumption and waste; promote the responsible consumption of limited resources, eco-friendly purchases and initiatives aimed at protecting, preserving, and recovering the environment.
- Ethical management and good governance, adopting advanced corporate governance practices, transparency regarding information, the prevention and control of corporate criminal responsibility, the correct operation of the Board of Directors and of the Management team as a whole, always complying with the principles of good corporate governance set out in international codes applicable to Euskotren and imposing codes of conduct that are consistent with these principles.
- A committed and competitive workforce: in a safe and healthy working environment, promoting stable employment, committed to personal and professional development, promoting equality of treatment and opportunity, diversity, bilingualism, participation, and teamwork; labour relations based on respect, dialogue, and reconciling work and family.
- Generate wealth and develop the environment: by collaborating ethically and respectfully with the suppliers that provide us with products and services, whom we shall ask, whenever appropriate, to meet certain social and environmental criteria in our purchasing and contracting procedures.

Euskotren shall promote compliance with this policy through its dissemination, specific training, and through its follow-up and compliance system.

29 March 2017

Steering Committee