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## CSR

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## Integrated Management Policy



***All our operations are sustained under a single and solid pillar: To provide the best possible service to customers, stakeholders and collaborators, both at level of quality and safety, always supported by the human capital and cutting-edge technology that we have and thus ensure environmental protection and pollution prevention.***

Therefore, Management assumes the commitment and responsibility to incorporate into its management and the development of its processes the principles that allow it to:

- Identify and meet the needs and expectations of stakeholders.
- Comply with the application requirements, whether from customers, legal or voluntarily subscribed.
- Encourage the participation of our entire workforce in the processes related to quality assurance, the pursuit of excellence and the safety of our products.
- Maintain a mutually beneficial relationship with our suppliers.
- Implement a philosophy of continuous improvement.
- Comply with environmental legislation that is applicable to us, as well as those requirements that we voluntarily subscribe at the environmental level.
- Plan objectives and goals in order to continuously improve the quality of our service, the management of our environmental aspects and safety conditions.

That is why we are committed to maintaining and improving the Quality, Environment and Safety Management System implemented in IMPAORSA and that IMPAORSA adapts and meets the requirements and requirements of ISO 9001:2015, ISO 14001:2015 and ISO 14298:2013. As evidence of this Commitment, Management signs this Document.

27/08/2019



Signed: Quality Manager