

QUALITY POLICY and ENVIRONMENT

In our organization we understand that quality of service is a customer's right, and as such, it must be part of the personal style of the people who are part of our organization.

Our vocation for service based on proximity, technical knowledge, quality and respect for the Environment, have prompted us to adopt a Management System, certified according to ISO 9001:2015 and 14001:2015 Quality and Environment respectively.

Our Quality Policy is based on the following premises:

- ÿ Know, satisfy and exceed the needs and expectations of our clients, as well as the legal and regulatory requirements that apply in each case, ÿ Communicate to the client, as far in advance as possible, any incidents that may occur in the provision of the service and thus minimize the impact that these may have,
- ÿ Seek continuous improvement in the efficiency of our production and management processes that allow us allows us to be competitive due to our Quality – Price relationship,
- ÿ Involve our staff, with their contributions, in achieving Continuous Improvement,

Our Environmental Policy is based on the following basic principles:

- ÿ Objective: minimization of the environmental impact in all the activities carried out by **Castelomega,SLU.** and involvement in the management of sustainable sources. ÿ Ensure that environmental regulatory provisions are the starting point for sustainable activity throughout the entire supply chain.
- ÿ Identify points of improvement in environmental management and involve the organization and its suppliers in its development, taking special care of the following areas:
 - o air quality in the processes and reduction of greenhouse gas emissions, o quality of the water used and reduction in its consumption, o efficiency and minimization in the use of chemical products o sustainable resource management and waste reduction, o efficiency energy and preferential use of renewable wind and solar energy.

As a consequence of this approach, our efforts are focused on different areas of action:

- ÿ The constant improvement of the professional training of our staff through training plans annually for improvement in the development of Quality and Environmental Management.
- ÿ The constant technological improvement and innovation of our facilities to make them the most advanced in the sector.
- ÿ The detection of opportunities for improvement in our Management System, through periodic reviews thereof, guarantees its permanent adequacy and suitability to the demands of the market and interested parties (customers, shareholders, suppliers and workers) both in ensuring the quality as well as environmental improvement to become increasingly competitive in a constantly evolving environment.

