



Quality.

Quality and environmental policy of Uniones Arpol, S.A.

The fundamental principles of the UNIONES ARPOL, S.A. INTEGRATED MANAGEMENT SYSTEM POLICY are focused on achieving the maximum customer satisfaction, offering a range of high-quality products and basing their professional activity on environmental protection, by managing the following points:

- Design, development and manufacturing a range of quality products, tailored to the specific needs of the different application markets.
- Lead a customer service policy based on a constant, close, efficient and customized communication, that promotes the creation of reliable long-term relationships.
- Professionalization of pre-sales and after-sales technical services.
- implementation of strategies that increase the competitiveness of the product on the application markets.
- Product approval for its applicability to different countries and application areas.
- Approval, evaluation and monitoring of suppliers and outsourcing.
- Use of raw materials with quality certification and long-term guarantees.
- Compliance, management and communication of the applicable occupational risk prevention.
- Commitment to fulfil our client's, explicit or implicit, demands, requirements and expectations, as well as the law and official regulations.
- Continuous optimization of production process to minimize adverse environmental impacts, including potential polluting effects.
- Production of waste reduction.

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- Promotion of training, awareness and motivation of quality content and environmental management.
- Communication of quality and environmental management objectives to all work teams, encouraging the involvement in its development and application.
- Integrated management system improvement through its analysis, reassessment and continuous adaptation, including quality and environmental targets and indicators.

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We hope that the implementation of these points will help to consolidate ARPOL, S.A. as an enterprise that faces the future with.

IMS policy contained in the IMS Hadbook with B05 review on 20/02/2018



Manager
—— *Lidia Cabado*

THANK YOU