



Quality.

Quality, Environmental, and Social Commitment Policy of Uniones Arpol, S.A.

At **Uniones Arpol**, we are committed to the fundamental principles of our **Integrated Management System**:

- Guarantee the maximum satisfaction of the customers who choose us:
 - Implementation of a Customer Service policy based on continuous, close, efficient, and personalized communication, fostering the creation of long-term trust-based relationships.
 - Professionalization of pre-sales and after-sales technical services.
 - Implementation of strategies to enhance product competitiveness in emerging markets.
 - Commitment to meeting the explicit and implicit demands, requirements, and expectations of our customers, as well as legal and regulatory requirements.

- Offering a range of high-quality products:
 - Design, development, and manufacturing of a range of high-quality products tailored to the specific needs of various application markets.
 - Product certification for applicability in different countries and/or application sectors.
 - Certification, evaluation, and monitoring of suppliers and subcontractors.
 - Use of raw materials with quality certifications and long-term guarantees.
 - Improvement of the efficiency of the Integrated Management System through continuous analysis, reassessment, and adaptation, including quality and environmental goals and indicators.

January 2024

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- Protecting the environment in the course of our activities:
 - Continuous optimization of production processes to minimize adverse environmental impacts, including potential pollutants.
 - Reduction of waste generation.
 - Promotion of training, awareness, and motivation in quality and environmental management topics.
 - Communication of quality and environmental management objectives to all work teams, fostering their involvement in development and implementation.

- Ensuring people's well-being:
 - Compliance, management, and communication of applicable legislation on Occupational Risk Prevention and Psychosocial Risk Prevention.
 - Creation of an inclusive, healthy, and stimulating work environment.
 - Implementation of family-work balance policies.

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