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# Integrated Management System Policy

18.0 (May, 2018)

Policy is understood to mean the set of guidelines aiding to achieve our common objective. This objective is formulated by taking into account our mission, vision, and values.

## Objective

The ultimate goal of our integrated management policy consists in carrying out all our activities within the framework of our vision and our values, in accordance with high standards, such that our services and products may be taken on time and again. We and our clients have come to expect this of us. Additionally, we undertake to correct and improve these products and services, minimizing the negative effects that our operations may have on the surrounding area, up to the point that the company's technology and means allow it, preventing occupational injuries and health issues and striving for excellence.

## Guidelines

In order to achieve the final objective of our management policy, we have set forth the following guidelines:

- Perform our work efficiently, consistently, uniformly, and in such a way for it to be repeated and improved upon.
- Our written procedures and standards shall be capable of assessing the extent to which customers can be confident that their specifications, whether expressed directly or implied, will be met by our company, regardless of whether they refer to technical or environmental issues, energy efficiency, health & safety, ethical behaviour, etc. whether they are of a legislative or regulatory nature, exactly like any other requirement, thus assuming our commitment to comply with current legislation and other requirements, wherever we perform our activities.
- Continually improve our management in all fields, incorporating it into our Continual Improvement System, setting objectives, and periodically reviewing them.
- Promote the development of standardised management processes that facilitate the implementation of our culture by observing the local particularities of the countries in which we operate and of the various business activities performed by the group
- Acknowledge the importance of the contributions of all our professionals to creating value for customers and their contribution to the growth of our company, by establishing evaluation and compensation mechanisms that are closely linked to performance, as well as mechanisms that seek a balance between their professional and personal lives
- Identify both human and material resource needs, providing the proper resources in order to guarantee compliance with the established objectives.
- Train and raise awareness among the company's personnel in matters that affect them, whether they refer to technical or environmental issues, health & safety, or any other field, promoting self-assessment, honesty, the satisfaction of a job well done and encouraging their active involvement in the management systems established to achieve continual improvement.

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- We will consult workers and of their representatives, when they exist, and promote their participation in matters which may affect occupational health and safety
  - We shall make an ongoing effort to control our relationship with the environment at our fixed facilities and especially at work sites, applying environmental protection principles from the start project planning. In it, we shall identify and reduce as far as possible any impact we may cause, trying to properly deal with unavoidable impacts while rationalising resource usage and promoting an efficient and sustainable use of energy.
  - We shall provide safe and healthy working conditions to prevent occupational injuries and health issues that are appropriate for our activities and projects, and for the environments in which we work, always seeking the effective protection of workers against occupational risks. With this in mind, we shall always perform hazard identification and assessment procedures regarding all our activities and at all work sites, always striving to eliminate risks.
  - We believe that information security is important for the proper functioning and continuity of our business.
  - Our company is liable to all our employees for the use and protection that may be made of their personal data. They will only be used and diffused for uses reported to the company and with the consent of the affected parties.
  - In our relationships with our suppliers and subcontractors, we demand their consistent acceptance of our principles regarding quality, health & safety, the environment and ethical behaviour.
  - We are committed to an open dialogue with stakeholders who may feel they are affected by the impact of our activities.

The integrated management system shall provide guidelines for action and should be a reflection of what the company does.

Whether it is adequate or not to obtain external accreditation should be a pause for reflection in order to improve our operations system, but this must never be the exclusive guide of our actions.



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