

## **QUALITY AND ENVIRONMENT POLICY**

The Corporate Mission of the **TOLSA GROUP** is to **GROW** with profitably and to lead the markets in which it is present via two fundamental pillars, INNOVATION AND PRODUCTIVITY in all of our activities, along with a desire to strive for top CUSTOMER SERVICE.

Within a Sustainable Development Model, the **TOLSA GROUP** seeks every alternative possible to guarantee environmental protection and ensure the quality of our products through extensively monitoring and controlling raw materials, production processes and finished products in addition to the productivity and quality of our management and operational activities, therefore creating an environment that enables a continuous improvement in the processes, products and services we offer.

The commitment of General Management at the **TOLSA GROUP** to its Management System is developed in a policy in accordance with the following principles of action and promises:

- To understand and fulfil the needs and expectations of our stakeholders, favouring their idealisation until they become the central focus of our activity. The perception stakeholders have of the satisfaction of their needs and expectations defines the level of quality achieved.
- To be aware of and assess pertinent internal and external issues, including the nature, magnitude and environmental impact of the activities, products and services developed by the **TOLSA GROUP**.
- To identify, evaluate and monitor the risks and opportunities involved in all of our processes with the aim of ensuring the Integrated Management System achieves the desired outcomes and that undesired outcomes are prevented or reduced.
- To rationally use raw materials and natural resources, attempting to minimise their consumption via the implementation of the best techniques available or good environmental practises.
- To promote teamwork and the participation of people at different levels of the organisation with the aim of progressively increasing quality, competitiveness and productivity in a changing environment, and improving awareness of responsibility and personal commitment to the quality of work performed.
- To identify and evaluate the environmental aspects related to our activity in order to minimise the impact they may cause to our environment, establishing objectives and goals for the most significant.
- To comply with the legal provisions and other requirements of stakeholders that may be applicable to the **TOLSA GROUP**, therefore improving our performance, manufacturing safe products that comply with current legislation.
- To promote communication and collaboration with our stakeholders, consequently creating relationships based on trust, loyalty, transparency, mutual respect and reciprocal contributions in order to improve the efficiency of our facilities, processes and services.
- To promote understanding in quality and environmental awareness to guarantee employees the level of training, motivation, infrastructure and technical means necessary for the efficient undertaking of their activities, with the appropriate maintenance of equipment and facilities.
- To establish and update documented information that must be followed and the measures that must be adopted in the event of failure to comply with this Policy to immediately inform stakeholders of any irregularity that may affect product safety or compliance with legal requirements.
- To promote innovation and ensure sustainable development as they are a guarantee of our future.
- To adopt continuous improvement as a strategic value and apply it to all areas of management at the **TOLSA GROUP**, performing the internal audits necessary, implementing appropriate actions and establishing suitable objectives.

General Management at the **TOLSA GROUP** is responsible for the application of this Policy and it will provide the resources necessary to fulfil declared objectives, which will be reviewed periodically and adapted when required. In addition, this Policy is suitable to and coherent with our corporate mission and values, and it is communicated and issued to staff of the **TOLSA GROUP** and stakeholders through our website.

Enrique Gómez Navarro  
Managing Director  
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