



## QUALITY, ENVIRONMENTAL AND BRC POLICY

The **TOLSA GROUP**'s corporate mission is to **GROW** profitably and lead the markets in which we are present on the basis of two fundamental principles: INNOVATION and PRODUCTIVITY in all of the **TOLSA GROUP**'s activity, accompanied by a passion to offer the best CUSTOMER service possible.

With regard to consumer products, the **TOLSA GROUP**'s activity complies with the requirements outlined in the BRC Global Standard for Consumer Products Issue 4, which can be summarised thus: a commitment to fulfil the obligation to produce safe products in compliance with the applicable legal standards, as a way of observing quality and responsibility standards with our clients in mind.

As part of our sustainable development model, the **TOLSA GROUP** seeks every alternative possible to guarantee the environment is protected, and to ensure the quality of our products through extensive monitoring and control of the raw materials we use, our production processes, and our finished products. This is in addition to tracking and directing the productivity and quality of our management activities, including operational tasks, to create a working environment that ensures continuous improvement to the processes, products and services we offer.

General Management at the **TOLSA GROUP** is committed to its Integrated Management System, which is detailed in a policy in accordance with the following action areas and commitments:

- Ascertain and satisfy the needs and expectations of our stakeholders, fostering their loyalty and making them the central focus of our activity. Our stakeholders' perception of how well their needs and expectations have been met defines the level of quality we have achieved.
- Pinpoint and assess any pertinent external and internal issues, including the nature, magnitude and environmental impacts of the activities, products and services developed by the **TOLSA GROUP**.
- Identify, assess and monitor the risks and opportunities inherent to each of our processes with the aim of ensuring that the Integrated Management System achieves the desired effects and that any undesired effects are prevented or minimised.
- Use raw materials and natural resources rationally, and try to minimise their consumption by implementing the best techniques available and good environmental practices.
- Foster teamwork and participation at different levels of the organisation with a view to progressively increasing quality, competitiveness and productivity in a variable environment, and raising awareness of personal responsibility and commitment to producing quality work.
- Identify and evaluate environmental issues related to our activity to minimise their impact on the surroundings by establishing targets and goals for the most significant of these issues.
- Observe all legal and stakeholder requirements applicable to the **TOLSA GROUP**, thus improving our performance and manufacturing products that are safe and compliant with the law.
- Foster communication and collaboration with our stakeholders in an effort to create, as far as possible, relationships based on trust, loyalty, transparency, mutual respect and assistance, and with a view to enhancing the efficiency of our facilities, processes and services.
- Raise awareness with regard to quality and the environment while ensuring that employees have the training, motivation, infrastructure and technical support needed to effectively perform their tasks, while also ensuring all equipment and facilities are suitably maintained.
- Establish and update the documented information to be followed and the steps to take should Management become aware of a breach of this policy, in order to immediately inform stakeholders of any irregularities that affect product safety or compliance with any applicable legal requirements.
- Support innovation and ensure sustainable development as a guarantee of our future.
- Adopt continuous improvement as a strategic value and apply it to all aspects of the **TOLSA GROUP**'s business by conducting internal audits, taking action as needed, and setting targets.

General Management at the **TOLSA GROUP** is responsible for applying this policy, providing the resources necessary to fulfil the objectives set out, and periodically reviewing and adapting said policy when appropriate. In addition, this policy is in line and coherent with our corporate mission and values, and it is suitably communicated and distributed among **TOLSA GROUP** stakeholders via our website.

Enrique Gómez Navarro  
General Manager  
Madrid, January 2020