

QUALITY AND ENVIRONMENT POLICY

The quality and environment policy of **ESCRIBANO** is oriented towards understanding the present and future needs and expectations of our customers and other interested parties, seeking the reduction, prevention and elimination of deficiencies in quality, both in relation to the product and the provision of the service, working for **continuous improvement in all processes**.

The management of **ESCRIBANO** is committed to **continuous technological updating**, with the aim of offering competitive solutions that meet the needs and expectations of customers, complying with the established requirements, including legal and regulatory ones, and covering our needs and interests.

We tend to **standardize and modulate the solutions offered**, so that through the quality of our products, we achieve the **loyalty of our customers**.

ESCRIBANO controls the appropriate processes for the organization and the product, for preventing the use of counterfeit parts, or suspected of being them, and their inclusion in our Products.

ESCRIBANO aims to be a benchmark both nationally and internationally for developing an innovative organization, which provides the necessary resources to establish a structure based on **continuous improvement**.

Based on this commitment, **ESCRIBANO** has decided to **implement an Integrated Management System** in its company, in order to improve the quality of the service provided and the protection of the environment.

To achieve this goal, **we have established the following principles of reference:**

Know, disclose and ensure compliance with all requirements imposed by our customers and other interested parties, as well as all those of a legal nature in the field of quality and the environment, that affect our activities.

Continuously improve the quality of our services, as well as our attitude towards the impacts generated by our activity.

Prevent the contamination that our activities could generate, to maintain a mutually beneficial relationship with the environment.

Promote the rational **use of energy resources and raw materials,** and minimize our waste generation to contribute to mitigation and adaptation to climate change, thus protecting biodiversity and ecosystems.

Establish appropriate channels of communication with workers, customers, suppliers, public bodies and any other interested party, about our operation and the repercussions of our activity on the social and environmental issues.

Periodically establish objectives and goals appropriate to the purpose and context of the company, monitoring them to support the Strategic Plan.

As an instrument for the development, the creation of working groups will be encouraged as a basic tool to carry out this policy.

Likewise, **the follow-up of the study of customer satisfaction** will be a key part of the fulfillment of our quality and environmental objectives.



Angel Escribano Ruiz
President