

## INTEGRATED MANAGEMENT SYSTEM POLICY

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Agefred's General Management defines as the main objective of their activity, their client satisfaction; through guarantying pure quality on their services and respect at their contractual commitments, plus the compliance with legal and regulatory requirements and obligations.

Agefred's General Management, as part of their general policy, assumes full responsibility to define, implement, diffuse, maintain and review the integrated policy of Quality management system, Environment, Energy Efficiency and Health and Safety at work.

The integrated policy of Agefred determines the path to follow in order to reach the compromise of the achievement of the objectives, by:

- ◆ The execution and integration of the Quality management system (UNE-EN-ISO 9001), the Environmental (UNE-EN-ISO 14001), the Energy efficiency (UNE-EN-ISO 50001) and the Health and Safety at work (OHSAS 18001).
- ◆ The definition, attainment and periodic checkup of the intern objectives, as well as their associated goals, in line with their strategy.
- ◆ The use of the integrated management system as an optimum tool for the improvement of the continuity of their performances in all activities done by and/or for Agefred, including a periodic evaluation of themselves.
- ◆ The execution of facilities, services and other activities from Agefred; taking into account as a mission the compromise of their client satisfaction, promoting the use of clean technologies and high efficiency equipment, with optimal levels of safety and respecting the commitment of respecting the environment.
- ◆ The compliance of the legal requirements, whether regulatory of consumer, and all those that the organization subscribes due to the commitment with Quality, Environment, Energy Efficiency and with the Security and Health at work.
- ◆ The compromise with the prevention of contamination and the systematic reduction of residues, promoting the re-usage or recycling for the improvement of the environmental development.
- ◆ The commitment with the favorable use and the rational consumption of energy, promoting the acquisition of energy efficient products and services.
- ◆ The compromise with the prevention labor risk in all activities, endorsing the highest security to all employees; plus preventing injuries and damage in health, and looking for having a greater satisfaction and wellness.


Agefred is committed to follow the previous steps, when taking into account the following principals:

- ◆ Offers an added value and develops a wide spirit of participation and collaboration with costumers and stakeholders.
- ◆ Informs, raise awareness, forms, consults and involves all employees, either temporal, internal or external workers, who develops work for or/and by Agefred; with the correct responsibility of the Quality management system, the Energy efficiency and the prevention of labor risks.

General Management given the importance of what has been displayed above is committed to promote the economical, humans and technical resources and materials needed for it is development.

General Management and all hierarchical levels assume all compromises and urge all it is stakeholders to support this integrated policy, in pursuit of continuous improvement.

Barcelona, March 14th 2018



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