

## **INTEGRATED POLICY QUALITY, ENVIRONMENT, HEALTH AND SAFETY, INFORMATION SECURITY AND SOCIAL RESPONSIBILITY**

From **ITURRI Group**, with the aim of:

- ✓ Fully satisfying our Customers
- ✓ Promote the development and well-being of each person who works with us
- ✓ Preserving the Environment which surrounds us
- ✓ Protect information resources against any type of internal or external threats,

We establish the following commitments, to endure over time in a financially sustainable manner:

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| <b>Customer orientation</b>                | Adapt to the customer's needs, exceed their expectations, maintain proximity and innovate.   |
| <b>Process approach</b>                    | Simplify our procedures to achieve the efficiency and quality in our products and services.  |
| <b>Continuous Improvement</b>              | Carry out activities within a management environment that ensures continuous improvement in systems, processes, methods of action and relationship with concerned parties<br>To comply not only with the legal and regulation requirements, but also those that apply to us in any area of action of the Organization.   |
| <b>Information Security</b>                | Ensure the confidentiality of the managed data and the availability of information systems.  |
| <b>Health and Safety</b>                   | To manage and carry out all our activities in a coherent and responsible way, through the development, design and maintenance of facilities and processes that are safe to prevent injuries and the deterioration of health, eliminating dangers and reducing risks, being recognized by our families, clients and Partners as exemplary referents in Health and Safety, and making us feel sincerely proud of the work environment. |
| <b>Environmental concern</b>               | Protect the environment through actions and measures orientated towards the prevention of any type of contamination that may originate from our activities, as well as the correct use of natural resources.   |
| <b>Social and Corporate Responsibility</b> | To ensure the rights of our employees, of the ITURRI Group their right to participate and consult, as well as the conditions of the workplace according to international instruments, the United Nations Declaration of Human Rights, ILO Conventions, international standards on human rights and national labour laws. We transfer this responsibility to suppliers / subcontractors and anyone acting on behalf of Iturri         |

From the General Management of **ITURRI Group's**, guided by the organisation's values of: customer orientation, collaboration and team, enthusiasm and commitment, integrity and innovation we are committed to fulfilling and broadcasting this Integrated Policy to our employees, suppliers, customers and other interested parties, as well as providing the necessary resources for its implementation in all the areas of the company's performance.

*1<sup>er</sup> of April 2019*



*Juan Francisco Iturri Franco  
Managing Director of the Iturri Group*