

# Comprehensive Policy Quality, Sustainability and Information Security

## MISSION

ITURRI's mission is to protect people and their environment with innovative, efficient and sustainable solutions to contribute to a safer world. It is an activity based on customer orientation, continuous improvement and teamwork, enthusiasm, commitment, integrity, innovation and sustainability as fundamental values and pillars of a philosophy with more than 75 years of experience.

## COMMITMENTS



### Customer Oriented

We work every day to be leaders in protection and security services and solutions, understanding that the better we are able to meet our customers' needs the greater their satisfaction will be.



### Continuous Improvement

Conduct activities within a management environment that ensures continuous improvement in systems, processes, and stakeholder relations.



### Compliance with requirements

Comply not only with legal and regulatory requirements, but also with those that apply to us in any of the organisation's areas of activity.



### Environmental Protection

To protect the environment, working with a circular approach to the life cycle of our products and services, avoiding actions that involve the depletion of natural resources. Preventive mentality to eliminate any type of contamination that may originate from our activities.



### Information Security

Ensure the protection and confidentiality of the data managed and the availability of information systems.



### Health and Safety

To provide and maintain facilities, processes and conditions that are safe and healthy to prevent injuries and health impairment, eliminating hazards and reducing risks, while being recognised by our families, customers and partners as exemplary in Health and Safety.

Establish the necessary channels for consultation and participation of workers and, where they exist, workers' representatives.



### Corporate Social Responsibility

Ensure workers' rights, applying the international standards of the UN Declaration of Human Rights, ILO Conventions, national and international human rights and labour standards.

Transfer this responsibility and criteria throughout the supply chain, suppliers/subcontractors and all those who act on behalf of ITURRI.

This Policy applies to all Group companies as well as to non-Group investees over which the Company has effective control, within the legally established limits.

The General Management and the Board undertake to comply with and disseminate this Comprehensive Policy to employees, suppliers, customers and other interested parties, as well as to provide the necessary resources for its implementation in all areas of the Company's activities.

Everyone in the Company has an obligation to know, understand and comply with the commitments contained in this Policy. Likewise, the ITURRI Group will promote and encourage its suppliers and partner companies to adopt the principles of behaviour defined in this Policy.

January 2023

General Manager ITURRI Group

Juan Francisco Iturri Franco