

## ENVIRONMENTAL AND QUALITY POLICY

**ESCRIBANO's quality policy** is focused on **the comprehension of present and future needs and expectations of our clients and other interested parties**, seeking to reduce, prevent and eliminate deficiencies in quality, both in terms of the product and the service provided, working for **continuous improvement in all processes**.

ESCRIBANO's Management is committed to a **continuous technological updating process**, with the purpose of offering competitive solutions that **respond to customer demands and expectations, meeting established requirements, including legal and regulatory ones**, and satisfying our needs and interests.

Our objective is to **standardize and modulate the solutions we provide**, ensuring by means of the quality of the products we offer, **the loyalty of our Clients**.

***ESCRIBANO controls the processes, suitable for the organization and the product, to prevent the use of counterfeit or suspected counterfeit parts and their inclusion in our Products.***

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

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

To this end, **we have defined the following reference principles**:

- Understand, promote and ensure compliance with all requirements demanded by our customers and other interested parties, as well as those of a legal nature in the field of quality, environment, which can affect our activities.
- **Continuous improvement of the quality of our services, as well as our approach in relation to the environmental impact caused by our activity.**
- **Prevent pollution that our activities could generate**, to maintain a reciprocal beneficial relationship with the environment around us.
- Encourage a **rational use of energy resources and raw materials**, and minimize our waste generation in order to contribute to the mitigation and adaptation to climate change, protecting this way, both biodiversity and ecosystems.

- Establish appropriate channels of communication with employees, customers, suppliers, Public Bodies and any other stakeholders, about our performance and the impact of our activity over the social and environmental field.
- **Establish regularly Objectives and Goals appropriate to the purpose and context of the company, monitoring them to support the Strategic Plan.**

The creation of working groups will be promoted as a major instrument in the improvement of development, in relation to the implementation of this policy.

Likewise, the follow-up of the **customer satisfaction survey** will be a key element in the achievement of our quality objectives.

Alcalá de Henares, 28 February 2018

**Ángel Escibano Ruiz**  
*President*