



# QUALITY, ENVIRONMENT AND R+D+I

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Page: 1 of 1

INGESA is firmly committed to providing high quality services to customers, optimising technological innovation processes and respect for the environment in all services provided:

- Site management
- ~~AWT~~ Technical advice for civil engineering and construction work
- ~~AWR~~ R+D+I project design and management defined in Annex I of the Manual:

Consequently, the **INGESA**, Managing Director, aware of the importance of implementing a Quality, Environmental and R+D+I System, based on Standards UNE-EN-ISO 9001:2008, UNE-EN-ISO 14001:2004 and UNE 166002:2006, hereby establishes the present Quality, Environmental and R+D+I Policy based on the following principles:

- ~~AWA~~ Maximum quality of service, ensuring compliance with the requirements, expectations and commitments agreed with the customer, even providing services in areas not included under the contract, making this objective a priority in order to achieve satisfaction and loyalty for the customers who are our main purpose.
- • ▪ Providing all the human and technical resource necessary for providing innovative, high-quality services with a low environmental impact.
- Promoting the qualification, motivation and awareness of staff by establishing the necessary economic and organisational means. These measures are established in both the technical area – encouraging professional and personal development and creativity, and in the environmental area, by preventing, controlling and minimising the environmental impact of our activity.
- ~~AWA~~ High level of competitiveness and advantageous positioning in the sector through access to the very latest scientific innovation, and the passing on of scientific knowledge obtained through R+D+I activities for the development of real and innovative solutions for clients.
- • ▪ ~~AWA~~ commitment to prevent pollution and minimise the environmental impact of our activity, in particular with regard to the generation of waste, such as paper, and the consumption of natural resources (electricity and fuel).
- ~~AWA~~ Control of projects, using technological innovations, and making optimum use of resources in order to guarantee the competitiveness and growth of our organisation in order to provide the products our clients require while generating profitability for the company.
- • • • • ▪ ~~AWC~~ Commitment to compliance with current legislation and other requirements undertaken by the organisation.
- • • • • ▪ Development of a policy for continuous improvement for the entire organisation, establishing annual objectives for improvement and regularly reviewing compliance with these objectives.

The Managing Director of **INGESA** invites all staff to adhere to and participate in this policy, and trusts that they will do so as a personal and joint commitment, through the distribution of this document to all levels of the organisation, and to any relevant third party, and to provide the resources necessary for compliance.

Signed: Managing Director