

## Organisational Policy

The main objective of **Isotubi, S.L.** Policy is to satisfy the needs of our customers, and due to this reason, we have developed a Management System based on product and service quality, constant development and continuous improvement that allows us to adapt as fast as possible to the new demands and changes of the market.

Thanks to our Management System, we will be able to assure our customers that all the requested needs of their orders are satisfied, and we will be able to guarantee, thanks to our goal of constant improvement and development, that we can also meet all their future needs.

At the same time, we are committed to carry out this activity in a way that contributes positively to the environment and prevents occupational hazards, paying special attention to the protection of the environment, from customers and public, minimizing possible environmental impacts, as well as occupational accidents. The aim of this policy is to consolidate this reality, continuously improving compliance and reinforcing the confidence of our customers.

Our Management System, thanks to the feedback, will allow us to detect possible errors and solve them immediately. But, more importantly, it will allow us to see opportunities for improvement that will help us to continue advancing in our desire to improve and focus on the customer.

For this reason, our **Organisational Policy** is the framework for:

- Definition of Strategic, Quality and Environmental Management objectives, which must be planned and have assigned responsibilities, resources and deadlines for compliance.
- Establishment of necessary measures for the dissemination and achievement of these objectives.

The main objectives of our Management System are:

- **To ensure the quality of the products manufactured and marketed** via a system that allows us to detect errors before and during the process, as well as to take advantage of all the opportunities for improvement that arise.
- To ensure that our **customers' needs are known and met**, both in the short and long term. To this purpose, we base our strategy on an ongoing relationship with our customers.
- **To increase the degree of satisfaction of our customers**, being able to build customer loyalty and to follow their needs in the long term. We are aware that it is much more profitable to keep our customers than to invest in acquiring new ones.
- **Comply with applicable standards and specifications**, as well as legal, regulatory and self-imposed requirements, including environmental management requirements.
- **Prevent the occurrence of problems and rejections**, as well as the use of defective materials, documents or services. In the case of problems occurring, to be able to provide an immediate response and an appropriate solution.
- **Reduce the costs caused by poor quality management**. We are aware that this strategy is the most profitable for the company in the long run.
- Prevent and minimise environmental pollution with a commitment to environmental protection considering the needs identified internally and in the context of the organisation.
- **To take advantage of the opportunities for improvement that arise**. The desire for constant innovation and development must be the highest that characterises us at all levels of the company and regarding the outside world.

