

QUALITY AND ENVIRONMENTAL POLICY

The Management of HUMICLIMA EST SA, in a constant attempt to minimize the environmental impact that its activities may cause and considering our respect for the environment has implemented an Integrated Management System (SGI in Spanish) based on international standards *ISO 14001: 2015* and *ISO 9001: 2015* and as a result of our concern to provide quality service to our customers and be more efficient internally.

Guidelines and general objectives in relation to Quality and Environment guide us, all of them are reflected in this policy defined by the General Management and of general application.

These guidelines are depicted as follows:

- Maintaining customer satisfaction at its highest levels, continuously improving the services and activities we provide in a context of respect and commitment to preserve the environment.
- Observance of at least every requirement in accordance both with legislation and applicable regulations, apart from meeting requirements of customers and stakeholders in our activities and any other requirements voluntarily signed by *HUMICLIMA EST SA*.
- Identification and assessment of those environmental aspects object of our activity in order to guide the environmental management in workplaces and sites towards prevention and minimization of environmental impacts that may arise.
- Establishing goals and objectives for a continuous improvement of our activity, providing any resources required.
- Providing our employees with the material means and an appropriate training, fostering their environmental awareness as well as their active participation in order to get the greatest satisfaction of our customers.
- Ensuring that these points of the Quality and Environmental Policy are known, understood and fulfilled by the staff.

The SGI is implemented through specific documents that apply in a cross-cutting manner within the company, in order to enable all the personnel to acquire a high degree of participation, knowledge and involvement in the system, which is a key aspect for its own success.

The objectives to meet the Quality and Integrated Management Program are defined annually. These targets will be quantifiable whenever possible to be tracked to establish appropriate measures in the event they are not fulfilled.

HUMICLIMA EST SA is committed to continually improve the effectiveness of SGI.

Palma de Mallorca, January 8th 2020



Antoni Bonet Gambíns
HUMICLIMA EST SAU