

QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY POLICY

At **COPROYMA** we understand the Quality of the service which is provided to our clients as the cornerstone which underpins the company's philosophy, and passionately believe that a sustainable, safe and quality service, tailored to clients' requirements and intended at meeting their expectations, is the basis for success, and for us success is nothing other than to ensure the **satisfaction of our clients**, to continue to place their trust in us, making referrals and integrating us into your organisation as another part thereof.

To procure this success, **COPROYMA** has decided to implement an Integrated System in the organisation based on ISO 9001, ISO 14001 and ISO 45001 Standards, with the objective of taking on the principle of continuous improvement to assure full client satisfaction, environmental protection and ensure the Occupational Health and Safety of our workers.

As regards our environmental commitment, we are aware that our activity produces, to a greater or lesser degree, an impact on the environment, mostly associated with the consumption of resources and emissions due to our travel movements, which is why we are committed to undertaking actions intended at reducing this impact so that every year our environmental performance is improved in order to prevent pollution and protect the environment.

To obtain our objectives a client-oriented, motivated, supportive, solid and professional team is required. To that end, it is necessary that management works to reinforce those positive aspects, and work to improve those other aspects which may be weaker.

We strongly believe in continuous training, in improving the skills and competencies of the people who make up the team. We are likewise committed to balancing family and working life, and to providing safe and healthy working conditions by eliminating risks and reducing occupational health and safety in the workplace risks, and fostering the participation and consultation of our workers, as well as their training in occupational health and safety risk prevention.

Coproyma states its commitment to improve the quality of our services, always taking into account the respect for the environment and the protection of the occupational health and safety of workers involved in the various processes, in order to improve customer satisfaction, offering a personalised treatment, according to each requirement and offering services of the highest quality, meeting the requirements and conditions agreed with our clients and their expectations, as well as with the statutory regulations and standards applicable to the work undertaken in Coproyma, obtaining the collaboration and participation of all levels of the organisation as regards the commitment to continuous improvement and respect for the environment, committed to environmental awareness and occupational health and safety in the workplace for which information, training and communication are essential, and providing a reference framework for establishing and reviewing objectives and goals for Quality, Environment and Occupational Health and Safety in the Workplace to help us improve year after year.

In Albacete, as of 20 March 2023



Vanesa Serrano González
Consulting Managing
Director



Norberto López López
Environment Managing
Director