

Instra Ingenieros is an engineering and consultancy company, including “Development and Comprehensive Management of Industrial projects. Site Management. Technical Assistance. Studies and Reports” within its activities. We are aware of the importance of quality and environment, in the current and future moment, as essential factors to achieve the success of the company and customer satisfaction, integrating values of respect for the environment in the exercise of our activity, as well as a commitment to prevention damage and deterioration of the health of our workers.

Considering our commitment with quality, the sustainability development and the safety and health of our workers, we have an integrated managed system which is adapted to our processes, activities and services; complying with the requirements established in the ISO 9.001, ISO 14.001, ISO 45.001 and ISO 50.001 standards.

This Policy is established in order to guide the management of the organization. This orientation is reflected in the following guidelines:

Client’s orientation: **Instra Ingenieros** clients are our reason for being. We seek to achieve total customer satisfaction through the fulfillment of our service, knowing the customer’s expectations, listening to them, and involving them from the beginning in determining the quality that satisfies them, making our organization and our human and technical resources available to them. Our objective is to ensure the satisfaction of our customers, including the stakeholders in the results of the company and in everything related to the performance of our activities and their impact on the society.

Innovation: We are committed to always maintain a high level of innovation in the development and provision of our services, within a framework of continuous improvement. In this way, increasing customer satisfaction and decrease, as much as possible, environmental and energy impacts is our goal.

Training: We pay special attention to the training of our workers. Motivate and train all the personnel who work in the organization is considered essential, both for the correct performance of their job and to act in accordance with the requirements of the Reference Standards, providing an adequate environment for the operation of the processes.

Documentation: To maintain the maximum level of efficiency in our processes it’s necessary a systematization of the activities. Those activities are described in approved procedures, so it is necessary to ensure the registration of the information that comes from monitoring and measurement, as well as the analysis of process data. This systematization seeks to prevent the appearance of problems caused by non-compliance of the controlled specifications due to defects in the provision of the service, keeping our client permanently informed of those non-conformities that concern them, and ensuring an effective communication between the different stakeholders too.

Context and stakeholders: We are committed to understanding the context of the organization and determining our opportunities and risks as a basis for planning actions to address, assume or deal with them. Determine the internal and external stakeholders that are relevant to the Integrated Management System and meet their requirements.

Commitment: **Instra Ingenieros** is committed to complying with customer, legal and regulatory requirements as a basis for good service and efficient protection of the integrity and health of people, facilities, the environment, energy consumption and energy efficiency. The availability of information and the necessary resources will be ensured to

achieve the objectives that are always set and improve the results of the company’s quality, environment, safety and health and energy management.

Participation, Competence and Leadership by the senior Management as a commitment to develop the Quality Management System. Within our organization, **Instra Ingenieros** human team is essential, and their personal satisfaction is a highly relevant factor that must be considered as a way to satisfy the customer. Promote a participatory environment among employees by adapting work to people, facilitating teamwork, individual recognition, and suggestions for improvement. All staff of **Instra Ingenieros** is responsible of monitoring and complying with those procedures and instructions that affect them, assuming an awareness of continuous improvement which helps to minimize errors and provide solutions that contribute to provide satisfactory answers to the problems or situations that may rise. The participation of all staff members is essential to achieve the objectives established in **Instra Ingenieros**.

Environmental behavior and energy efficiency: An integral part of the objectives and strategy of **Instra Ingenieros** is the rationalization, as far as possible, of the consumption of natural an energy resources, as well as the minimization of waste, emissions, noise, and disturbances.

Likewise, we are committed to identify, evaluate, and control environmental aspects, especially those that are significant when trying to achieve a continuous environmental improvement fighting against climate change and preventing pollution.

In the same way, we are committed to support the purchase of energy efficient products and the design to improve energy performance.

Consultation and participation: We are committed to carry out the consultation and the participation of the organization’s employees.

Working conditions: We provide safe and healthy working conditions for the prevention of work-related injuries and ill health that is appropriate to the purpose, size and context and the specific nature of their risks for the safety and health of workers. We are committed to eliminate hazards and reduce risks to safety and health of workers.

Zero accidents: We are committed to carry out our activities with the ‘zero accidents’ target throughout the continuous development of security management and performance, with the definition of objectives and concrete indicators of progress.

The Management of **Instra Ingenieros** will permanently evaluate the application and effectiveness of this integrated management policy. Moreover, the Management of **Instra Ingenieros** will guarantee, when necessary, the evolution and improvement of the integrated management system in order to achieve and review the objectives and goals set. In addition, a continuous analysis of all relevant processes will be guaranteed, establishing the relevant improvements in each case depending on the obtained results.

The company’s Management is committed to continuously maintain the integrated management system to guarantee its adaptation to this policy. The Management will also make its principles known to all staff and will make it available to customers, as well as to any interested part.