

From **Instra Ingenieros**, as a company providing *architectural, engineering and consulting services*, and which activity includes the *development and comprehensive management of industrial projects, construction management, technical assistance, studies and reports*, we are aware of the importance of the meaning of quality, environment and worker's health and safety in the development of our activity. For this reason, values of improvement of service, quality, respect for the environment, incident prevention and the preservation of the health of our workers are integrated in the exercise of our daily activity as fundamental pillars.

According to this we have an integrated management system which is adapted to our processes, activities and services complying with the requirements established in the *ISO 9001, ISO 14001, and ISO 45001* standards.

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

Client's focus. **Instra Ingenieros'** customers are our reason for being. We seek to achieve maximum customer satisfaction, knowing customer's expectations, listening to them and involving them from the beginning when determining of the target quality level. For this we put at their disposal our human and technical resources, as well as the good work and knowledge acquired over the years. Ensuring the satisfaction of our customers is therefore our main goal.

Innovation. At **Instra Ingenieros** we are committed to maintaining the highest level of innovation in the provision of our services at every moment within the framework of a permanent system of continuous improvement. Our main objective is to increase customer satisfaction and reduce as far as possible the environmental impacts associated with our activity.

Training. At **Instra Ingenieros** we pay special attention to the training of our team. We consider it essential to motivate and train all staff, both for the correct development of their work and for acting in accordance with the requirements imposed by the reference standards.

Documentation. In order to maintain the maximum level of efficiency and quality in **Instra Ingenieros'** processes, a systematization of the developed activities is necessary. Those activities are described in approved procedures, making it essential to ensure the registry traceability and availability of the information associated with the development of our services. This systematization seeks to prevent the appearance of controllable damages, improve communication between the stakeholders, and ultimately ensure a high level of quality of customer service.

Context and stakeholders. In **Instra Ingenieros** we are committed to understanding the context of the organization and determining its opportunities and risks as a basis for planning actions to address assume or deal with. We determine the internal and external stakeholders as well that are relevant to the Integrated Management System and their requirements.

Commitment. At **Instra Ingenieros** we assume complying with customer legal and regulatory requirements as a basis for offering good services, and we are committed with the efficient protection of the integrity and health of workers, the facilities, environment and CO2 emissions reduction.

Participation, competence and leadership by the board of directors. **Instra Ingenieros'** human team is essential, and their personal satisfaction is an important factor that must be considered as a critical point to reach an optimum level of the quality of the service. For this, it is essential to promote a participatory environment among employees adapting work to people, facilitating recognition and teamworking, and receiving suggestions for improvements. All staff of **Instra Ingenieros** is responsible of monitoring and complying with those producers 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 established targets. In **Instra Ingenieros** we favour the consultation and participation of workers at all levels of the organization.

Environmental management and energy efficiency. Rationalization, as far as possible, of the consumption of natural and energy resources, as well as the minimization of waste, emissions, noise and disturbances are an integral part of the objectives and strategy of **Instra Ingenieros**. In addition, we are committed to identify, evaluate, and control environmental aspects, especially those that are significant.

Working conditions. At **Instra Ingenieros** we try to prevent any "work condition" from having or giving rise to negative consequences for the health of workers (including in the definition the characteristics, facilities and equipment of the workplace, due to the nature of physical and biological agents present in the work environment and all those particularities of the work itself related to organization and management).

Safety culture. With the intention of guaranteeing the safety and health of **Instra Ingenieros'** workers, we have proposed to build a "safety culture" aimed at the objective "zero accidents" with the identification of risk factors, analysis and implementation of actions to minimize or reduce risks.

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

In addition, 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.



Pedro Pérez Gabriel, Consejero Delegado