

QUALITY AND ENVIRONMENTAL POLICY



The main objective of **OPYCE, S.A.** is to provide its clients with a service they can trust, that **fulfils their requisites**, as well as to provide a reliability of response that fully satisfies their expectations, meets agreed deadlines and **minimizes possible impacts on the environment**.

The objective of this Quality and Environmental Policy is the consolidation of this reality, **continually improving** the performance, reinforcing the trust of our clients and taking measures for the prevention of the possible environmental impacts, including pollution prevention. **OPYCE, S.A.** focuses on the quality of service to increase **our clients' satisfaction**.

Our way of working involves getting to know who our client is, what are its expectations, and fulfilling these expectations without error, on time, always **complying with the legal requirements** and regulations applicable in all the areas that may affect the company, as well as applicable environmental regulations. The legislation is identified and maintained up to date.

By implementing a Quality and Environmental Management System according to the UNE-EN-ISO 9001:2015 and UNE-EN-ISO 14001:2015 standards, **OPYCE, S.A.** intends to strengthen the participation of everyone and the elimination of activities that do not contribute value to our client, continually improving competitiveness, always with the **commitment to respect natural resources**, for which the activities are analysed and the waste is managed correctly.

In accordance with this Policy, we establish some Quality and Environmental Objectives at all levels, in addition to carrying out the **monitoring of the degree of compliance of all the process indicators** and environmental goals established so that we can measure our continual improvement.

Our principal **objectives and goals** are:

- To grow as a company in Quality of its service, always respecting the protection of the Environment
- To work in conditions that minimize the environmental impact of all the company's processes
- To increase our clients' satisfaction
- To improve the environmental organization and management of those aspects of the company

The Management of **OPYCE, S.A.** **periodically reviews** the quality and environmental management system, in order to ensure its continuous advisability, appropriateness and effectiveness. In this review, **the opportunities for improvement** of the system, products and processes are evaluated, and the needs to make changes in the Management System are detected, including the Quality and Environmental Policy and Objectives.

The Management of **OPYCE, S.A.** recognizes that for the fulfilment of the objectives and requirements of the quality and environmental system the full **participation of all the company's workers** is essential, uniting their constant determination to improve their individual work, the teamwork and the total commitment to the general objectives of our company and the respect of the environment.

We also expect our suppliers to share the obligation of preventing damage to the environment.

Consistent with the responsibility assumed by the Management, it **provides the necessary resources** for compliance with this policy.

25 July 2017
The Chief Executive Officer