

QUALITY AND ENVIRONMENTAL POLICY

In **GRUPO TÉCNICO CALCAT**, our future objective is to reach a leading position in the field of **"Projects, commercialization, supply, installation and maintenance of water treatment systems, maintenance service and prevention of facilities at risk of legionellosis"**.

With this purpose our philosophy is to offer services with the highest levels of quality and respect towards the environment, incorporating to them, as differentiating values, the capacity of response, the high qualification of our professionals, the capacity and technical competence by means of the incorporation of equipment and infrastructure of first line constituting us as an organization that incorporates the values of a great company that manages its resources with effectiveness and efficiency.

All the activity of **GRUPO TÉCNICO CALCAT** is oriented to fully satisfy the needs of our customers and other interested parties for which we need to have the full involvement of employees and suppliers.

Therefore, the Quality and Environmental Policy is a basic pillar to establish and review the objectives to achieve the full satisfaction of our customers and stakeholders.

For this reason, and in order to achieve the objectives set, the Management adopts the commitment to devote to this task all its economic, technological and human potential, so that the organization of the company, its investment policy, the development of new methods and human resources, are oriented primarily to meet the needs of our stakeholders and subject to the guidelines established by the Management.

Our principles of action are:

- ❑ **Achieving full customer satisfaction**, studying all services from different perspectives and optimizing their functionality.
- ❑ **Creation and maintenance of a culture of Quality**, which is assumed by all employees and is the basis of our activity.
- ❑ **Commitment to environmental protection**, including pollution prevention, and other specific commitments relevant to the context of the organization.
- ❑ **To direct our efforts to a continuous improvement of the management system** and improvement of the environmental performance and quality of our services, in such a way that the **capacity of reaction and adaptability** exceeds the market expectations.
- ❑ **Comply with all legal and other applicable requirements.**
- ❑ **Guarantee employees the level of training, motivation and technical means necessary** for the efficient development of their activities.

This policy appropriate to our organization is communicated to the staff and understood by them, and there is a commitment on their part of involvement and commitment to Quality and Environmental Management.

Madrid, October 23rd, 2020