

INTEGRATED MANAGEMENT SYSTEM POLICY

This Policy establishes the reference framework of the Integrated Quality, Environment and Occupational Health and Safety Management System of the LONTANA GROUP.

The governing and management bodies of the Group express our commitment to comply with legal and contractual requirements and obligations in occupational health and safety, environment, and quality in our relationship with the different stakeholders of each company, and each centre that comprises the Group.

The Integrated Management System is regularly reviewed by Group management and this Policy is taken as the basis for setting strategies and objectives.

This Policy is, in turn, shared with all the people who make up the organisation to ensure that its contents and the Management System documentation as a whole are rigorously complied with.

This Policy is set out in seven principles:

1.- QUALITY FIRST

Quality means doing things right: first time and paying attention to the smallest detail.

2.- CUSTOMER ORIENTATION

The organisation is focused on improving the customer experience and exceeding each and every customer's expectations.

3.- INTEREST IN PEOPLE

We establish a working environment based on concern for the people who form part of the Organisation and society in general.

We define it as:

- Treating people with respect and courtesy.
- Fostering and strengthening personal development, participation and involvement through training, information, awareness-raising, consultation, and delegation.
- Promoting quality employment.
- Providing safe and healthy working conditions by eliminating hazards, reducing risks, and taking preventive action against work-related injuries and deterioration of health.
- Contributing to environmental protection and pollution prevention through diversification, technification and sustainable expansion of our products, activities, and services.

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4.- PROCESS-BASED MANAGEMENT

The Group applies Good Corporate Governance practices which ensure the consistency of the entire integrated system and strengthen process-based management.

The Organisation works transversally, in a coordinated and systematic manner, on the basis of defined processes aimed at generating stakeholder trust.

Process-based management enables the whole organisation to develop and cultivate internal and external customer orientation.

5.- ACTIVE PARTICIPATION

Building on a shared vision, and with the aim of meeting customer and other stakeholder expectations, each person is actively involved in the two core areas of excellence:

- Continuous improvement in management (Customer Satisfaction, Economic Efficiency and Internal Functioning).
- Business Growth (Products, Markets and Technologies).

6.- EFFECTIVE COMMUNICATION

The Organisation uses a common language.

Effective, specific, and clear communication is based on the use of facts and data rather than on opinions.

7.- IMMEDIATE CORRECTION

Deviations are corrected immediately. The right to make errors promotes transparency and responsible action.

Larrabetzu, March 2021



Ricardo García Cámara
Chairman of the Board of Directors



Felipe Villaño Cámara
Chief Executive Officer