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**The Management defines its Integrated Management System (IMS) Policy as an integral part of the General Policy of TEMPACK and is therefore committed to apply, spread and ensure compliance of IMS Policy by all staff.**

As a way to express its commitment to quality management and environmental management, the management system of TEMPACK is based on the standards UNE-EN-ISO 9001:2015 "Quality management systems -- Requirements" and UNE-EN-ISO 14001:2015 "Environmental management systems -- Requirements with guidance for use".

**The Integrated Quality and Environmental Management System Policy of Tempack is defined as follows:**

- Our commitment to continuously improve the integrated quality and environmental management system, to prevent environmental pollution, as well as the search for ecological solutions / products that implies a sustainable use of resources.
- Being in constant contact with our customers to offer solutions customised to their needs while respecting the environment to the maximum.
- Reaching long-term and/or exclusive agreements with our suppliers. Being pioneers in bringing new products to the market.
- Comparing the solutions in our laboratory.
- Meeting all legal requirements applicable to our activity, as well as those subscribed by the Organisation.

#### In relation to our CUSTOMERS

- Offering global solutions, meeting both customer's requirements and the applicable legal requirements.
- Paying attention to the needs of our customers to answer their needs. Being innovative in such solutions and developing our export market.
- Always seeking maximum satisfaction of the customer, putting customer services as a priority, maintaining a proactive and constantly progressing attitude in environmental issues and trying, whenever possible, to meet the request of all interested parties.

#### In relation to our INTERNAL PROCESSES

- Managing more efficiently our internal processes. Formally controlling and monitoring those processes.
- Establishing quantifiable objectives and goals, materialised in elaborating a continuous Environmental Management Programme.
- This programme is duly documented and to be implemented in all departments of the Organisation. Quality is responsible for maintenance of the programme. Information shall be smoothly and faithfully transmitted to effectively implement the System. This information is to be spread both horizontally between departments and vertically between the Management and the staff.
- Working with the necessary stock allowing us to guarantee the best service to our customers and the most efficient turnover of our working capital.

#### In relation to our SUPPLIERS

- Outsourcing all operations in which we cannot be competitively the best.
- Seeking long-term agreements with our suppliers.
- Offering our faithfulness as a guarantee for future developments.
- Reaching exclusive distribution agreements.
- Demanding cooperative and participative attitudes towards the environment at all organisation levels; to that end information, communication and training are essential.

#### In relation to our STAFF

- We believe in our staff's potentials and we can rely on their cooperation to reach the goals set out in our strategic and operational plans.
- We develop our staff's technical skills through all necessary courses and training.
- Establishing procedures and work patterns in order to prevent pollution, participating in actions allowing us to improve our environmental management performance and minimising the most significant environmental aspects.

This policy serves as a frame of reference to establish and review specific and quantifiable objectives, communicated to the organization and treated in a specific way in accordance with what is described in the chapters of the Integrated Management System Manual.

In order to achieve these objectives, TEMPACK has a highly motivated and qualified staff who, through appropriate training and written instructions, can carry out the tasks entrusted to them.



Joan Oriols Sallés  
**General Manager Tempack**

