



TEMPACK
by CSafe



Integrated Management (IMS) Policies

TEMPACK

Introduction

Tempack, as a CSafe Global group company, is committed to leadership and continuous improvement in the specialty packaging industry by striving to minimize the environmental impact by taking into consideration the main issues relevant to our company according to the industry.

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.

- 1. Integrated Management System (IMS) Policy**
- 2. Quality Policy**
- 3. Environmental Policy**
- 4. Safety Policy**

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Integrated Management System (IMS) Policy

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".

To confirm that the requirements of these standards are met, the Integrated Management System is regularly reviewed and certified by an external Certification Body.

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 Organization.

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 Organization. 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 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 measurable objectives, communicated to the organization, and specifically addressed as described in the chapters of the Manual.

To achieve these objectives, TEMPACK has highly motivated and qualified personnel who, through appropriate training and written instructions, are able to carry out the tasks entrusted to them.



Joan Orriols Sallés
Director General Tempack



CSafe is a customer-focused organization committed to delivering products and services that consistently meet or exceed customer requirements and expectations. Quality is integral to our business principles and guides our actions across all operations.

We are committed to never compromising on the compliance, safety, or quality of our products and services. This commitment is achieved through the following principles:

- **Customer Satisfaction and Delivery Performance**
 - Understanding customer needs and requirements and delivering conforming products and services that are high quality, cost-effective, and provided on time and in full.
- **Compliance and Governance**
 - Complying with all applicable international and national laws, regulations, standards, and internal requirements governing our products, processes, and services.
- **Quality Assurance and Defect Prevention**
 - Developing, manufacturing, and supplying products that conform to defined specifications, with a strong emphasis on prevention of nonconformities, risk-based thinking, and zero-defect objectives.
- **Continual Improvement**
 - Maintaining and continually improving an effective Quality Management System through performance monitoring, corrective action, and systematic improvement of products, processes, and services.
- **Employee Engagement and Accountability**
 - Promoting a quality mindset at all levels of the organization by clearly defining responsibilities, encouraging participation, and providing appropriate training, supervision, and resources.
- **Leadership and Support**
 - Providing leadership, strategic direction, effective communication, and the resources necessary to achieve quality objectives and sustain a culture of excellence.

We believe that engagement, teamwork, and shared responsibility are essential to achieving our quality objectives. Through adherence to this policy, we aim to foster pride in workmanship, confidence in our products and services, and long-term value for our customers and stakeholders.

CSafe recognizes health and safety as an integral part of our business. Therefore, we are committed to ensure, so far as is reasonably practicable, the health, safety, and welfare of our employees while they are at work and of others who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with all local health and safety agencies where CSafe conducts operations.

To ensure the principles of health and safety are clearly understood throughout the company, we are committed to:

- Complying with relevant health and safety laws and regulations, voluntary programs, collective agreements on health and safety and other requirements to which the company subscribes.
- Setting and monitoring of health and safety objectives for the company.
- Effective communication of health and safety matters throughout the company.
- Assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimize those risks.
- Preventing work-related injuries, ill health, disease, and incidents.
- Providing and maintaining safe plant and equipment and implementing safe systems of work.
- The safe use, handling, storage and transport of articles and substances.
- Providing and maintaining a safe working environment with safe access and egress.
- Providing the necessary training to our employees and others, including temporary employees, to ensure their competence with respect to health and safety.
- Providing suitable and sufficient information, instruction, and supervision for employees.
- Continually improving the performance of our health and safety management.
- Devoting the necessary resources in the form of finance, equipment, personnel, and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the company.
- An annual review and when necessary, the revision of this health and safety policy.
- Making this policy available to relevant interested external parties, as appropriate.

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