

At **Grup Carles**, a company dedicated to industrial **engineering and sustainability consulting**, we are committed to providing high-quality services that meet and exceed our clients' expectations, as well as protecting the environment in all our activities.

The General Management is committed to leading and maintaining a Comprehensive Management System in accordance with ISO 9001:2015 and ISO 14001:2015 standards, aimed at:

General commitments:

- Ensuring customer satisfaction by meeting agreed requirements and exceeding expectations.
- Guaranteeing compliance with current legislation applicable to quality and the environment, as well as other requirements to which the organisation subscribes.
- Providing a framework for establishing and reviewing quality and environmental objectives.
- Promoting continuous improvement of the management system to increase overall and environmental performance.
- Identifying and analysing the context of the organisation and the needs of interested parties.
- Ensure that processes and services meet established requirements and are efficient.
- Promote staff training, competence and participation as a fundamental pillar of quality.

Establish clear and measurable objectives to ensure the effectiveness of the management system.

- Protect the environment, including pollution prevention and conservation of natural resources.
- Continuously improve environmental performance by evaluating and controlling significant environmental aspects.
- Promote the efficient use of resources such as energy and water, and properly manage waste generated.
- Raise awareness and train staff and collaborators on good environmental practices and shared responsibility.
- Quality, control over environmental impact, minimisation of waste, reduction of the impact of climate change and compliance with current legislation.

This policy is reviewed periodically by Management to ensure its validity, adequacy and alignment with the organisation's strategy.

Signed by the Management

Igualada, 2nd July 2025