



# Quality / Environmental Management Manual

For all these reasons, the Management is committed to comply with the following quality-environment policy:

- ✓ **ARIN's** management team has customer satisfaction and continuous improvement at the heart of its business.
- ✓ **ARIN** has customer service, professional ethics and responsibility as core values. Likewise, it understands that clients need services in accordance with the specifications provided, and will direct all its efforts to serve in the established conditions.
- ✓ The Management team of **ARIN** will encourage staff training, with a focus on the expansion of knowledge, improvement and specialisation in their work.
- ✓ The Management team of **ARIN** will ensure that the objectives are achieved and will issue procedures for its personnel that comply with this policy, developing, maintaining and evaluating the quality system and its component parts.
- ✓ **ARIN** maintains an active attitude towards innovation and improvement of the means -such as IT, control, etc- that can contribute to the achievement of higher quality services, reducing deviations and non-conformities detected.
- ✓ **ARIN** commits to protecting and improving the environment, as well as preventing pollution. The improvement of our environmental performance in all our activities is a overarching and continuous priority that is expected to be achieved through the implementation and maintenance of an environmental management system and compliance with this environmental policy.
- ✓ To this end, **ARIN** has established, maintains, reviews and modifies the environmental objectives and targets with the aim of continuously improving its interaction with the environment.
- ✓ **ARIN** commits to comply with all environmental regulations, and where these do not exist, to establish internal rules to achieve our general objective of improved environmental performance.
- ✓ **ARIN** will establish sufficient communication channels so that employees are aware of the company's environmental policy and encourage their participation in it.
- ✓ **ARIN** will carry out environmental reviews to ensure that it complies with the policy and objectives of being an environmentally responsible organisation, actively improving its performance in accordance with the ISO 14001 standard for environmental management
- ✓ **ARIN** declares its commitment to avoid conflicts between Health and Safety and the performance of work, guaranteeing the Health and Safety of workers in all aspects related to their work, and integrating prevention in all areas of company decision making.
- ✓ **ARIN** will promote adequate training and information on prevention, in order to achieve the initiative and participation of its workers in the continuous improvement of the system.