

## **INTEGRATED MANAGEMENT SYSTEM POLICY**

Casas Pepe Management, expresses its commitment to fulfil the requirements of the Management System whose main objective is the **satisfaction of our client**.

**Casas Pepe** is aware of the benefits of continuous improvement of its management processes at all levels and the constant adaptation to the requirements of our customers. That is why it has implemented an Integrated Quality and Tourism Environment Management System in accordance with **UNE 182001 and ISO 14001 standards, respectively**.

For that purpose.:

- Casas Pepe plans its activities, establishing action guidelines, controls and monitoring them as a basis for quality and contribution to the protection of the environment.
- Necessary measures are taken to prevent or eliminate the environmental impacts of our activity, products and services we use (materials, energy, waste generation, etc), providing the organization with the human and material resources, necessary for the conveniently management, aiming to have an adequate environmental behavior.
- There is a firm commitment to reach the requirements requested by our clients and interested parties, applicable legal requirements in environmental matters, prevention and those that affect the provision of our services and other requirements that we adopt voluntarily.
- Necessary improvement actions are promoted to obtain the objectives and goals that we establish, and which are a constant reference in the management of the services to continuously improve the effectiveness of the Management System.
- The Implemented Management System development requires the involvement of all workers , for that reason. information, communication and training are main strategies for this company.
- Casas Pepe integrates the Management System implemented in its daily operation, periodically checking it and establishing the corrective / preventive actions.
- Extension of the principles applied to our company, to suppliers and subcontractors, making them participants in our quality and environment policy.
- We consider the full satisfaction of our customers as the main objective, supplying the service according to their specifications, whose quality and reliability correspond to the expectations of perfection that have served as the basis to place their trust in our service.
- We will work with the objective of continuous improvement in our processes and work conditions, both towards the satisfaction of the client and the worker and the environment.
- We keep in touch with customers and external stakeholders to accommodate the service provided to the needs of the moment and to the environmental and occupational health and safety requirements.
- We develop the services we provide to our clients with honesty, respect, integrity and transparency in order to achieve the maximum confidence of society in our professional work, and especially watching over those who, due to their special needs require it.