

In **NOA MADERA CREATIVA S.L.**, our desire is to achieve a higher quality in our products and services, as well as a greater commitment to the care of the environment that surrounds us, seeking, with all the actions, the desire to evolve and the commitment towards compliance with the applicable requirements and continuous improvement.

To demonstrate the high levels of quality of our furniture manufacturing and installation services, backed by customer satisfaction, and in its continuous search for a better service, as well as the involvement for the reduction of the environmental impacts that the activity may generate, it is considered essential to integrate, at all levels of the organization, the Management System according to the standards UNE EN-ISO 9001:2015, UNE EN-ISO 14001:2015 and the Chain of custody for Fsc and PEFC.

As a result of all this, the following requirements are established to be met within **NOA MADERA CREATIVA S.L.**:

- Our clients must detect the quality of the service offered integrated in all phases of their development, ensuring their satisfaction by paying maximum attention to technological evolution and possible improvements that new technologies put at our disposal. We will comply with all the requirements imposed by our customers, as well as all those of a legal nature in the field of quality and the environment that were required of us, especially those related to environmental aspects.
- Prevent pollution that could be generated to maintain a mutually beneficial relationship with the environment that surrounds us and our neighbours, minimizing the generation of waste and providing training and means to our employees to actively collaborate in this cause. The sustainable management in the exploitation of the forests will be another of the priorities of **NOA MADERA CREATIVA S.L.** In relation to the care of the environment, taking all necessary measures to avoid working with wood from illegal logging and sources of conflictive exploitation or being directly or indirectly involved in any of the following activities:
  - a) Illegal logging or illegal trade in timber or forest products.
  - b) Violations of human or traditional rights in forestry operations.
  - c) Destruction of high conservation values in forestry operations.
  - d) Significant conversion of forests to plantations or non-forest uses.
  - e) Introduction of genetically modified organisms into forestry operations.
  - f) Violation of any of the main ILO conventions, as defined in the Declaration on Fundamental Principles and Rights at Work, 1998.
- Establish objectives of continuous improvement oriented to the quality of our services, to the reduction of the environmental impact of our activities, being, in addition, consistent with nature, and with this policy that will be reviewed annually by the Management.
- It requires the participation and collaboration of all, so it is essential to take into account the motivation, training and communication, as well as the involvement of the Management and must comply with the requirements that the organization subscribes.

To this end, the Management implements and promotes an Integrated System of Quality, Environment and Chain of Custody that must have the interest and collaboration of the entire workforce. From all this we hope that our customers and users obtain the expected satisfaction of an innovative and prestigious Organization, placing us at a competitive and differentiating level within the market offer.

Management approved.

01/12/2020