

QUALITY AND ENVIRONMENTAL POLICY

For us at **NOA·AD**, quality and respect for the Environment are part of our ongoing goals in line with our activity in the construction, rehabilitation, and reform of commercial premises, as well as in civil and hotel constructions.

At **NOA·AD**, our main objectives are: Quality, focused on achieving full customer satisfaction, continuous improvement of our processes, and respect for the Environment while trying to minimize the impacts associated with the activity carried out. In order to accomplish this, we pledge to implement and maintain a Quality and Environmental Management System in accordance with the requirements of UNE-EN-ISO 9001:2015 and UNE-EN-ISO 14001:2015 Standards.

Our commitments are as follows:

- ➔ *To acknowledge, analyse, and satisfy the needs and expectations of our clients, in order to achieve stable and lasting relationships with current and new clients.*
- ➔ *To prevent the causes that may cause non-conformities.*
- ➔ *To enhance the efficiency of human and technological resources to ensure the quality of their work.*
- ➔ *To continuously improve the quality of our services and products, as well as our attitude towards the environmental impacts generated by the activity developed.*
- ➔ *To continuously improve the efficiency of our processes, avoiding time waste and, all in all, anything that does not add value to the end customer.*
- ➔ *To prevent pollution that could be generated by our activity.*
- ➔ *The optimization of exhaustible natural resources, with special emphasis on reusing waste, as well as proper management of non-reusable waste.*
- ➔ *To comply with the applicable current legislation, as well as to respect agreements or requirements from our clients.*
- ➔ *To promote our Quality Management and Continuous Improvement Policy to all staff, at all levels, and in all Company processes.*
- ➔ *To achieve the commitment of our external suppliers to this Quality and Environmental Policy.*

This Quality and Environmental Policy serves as a referral to establish new goals to continuously improve the quality of our services and the effectiveness of the Quality and Environment Management System.

This policy was established and provided by **NOA·AD's management** to the entire company for its knowledge, understanding, and compliance.

Cerceda, November 2, 2021

NOA·AD

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