

	<h1>Quality and Environmental Policy</h1>			Ref.:	A01MG2	
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QUALITY AND ENVIRONMENTAL POLICY

From the Management of TER, S.L. and based on the Management Plan, we have established the Quality and Environment Policy, which is the conceptual basis of the entire Management System. The policy is known and understood by everyone in the Organization.

The policy of TER, S.L. is based on satisfying the expectations and needs of our CUSTOMERS. To achieve this goal we are supported by a qualified and motivated staff.

We are based on the following principles:

Customer satisfaction

THE CUSTOMER is the essential element and the *raison d'être* of our company. Therefore, knowing your needs and your judgments is essential for us. Only then can we satisfy you.

People are the key to our success

The company's most valuable asset is its **STAFF**. For this reason, it is the mission of each person in charge to guarantee Safety at work, facilitate Training and Training for performance, Motivate all company personnel and collaborators, as well as Report on the development and results of the performance of their activity.

Continuous improvement and pollution prevention

Compliance with the **CONTINUOUS IMPROVEMENT PLAN**, in all areas, is our mission. Our goal is zero defects and the elimination of activities that do not add value. Comply with the environmental legislation and regulations applicable to our activities and other environmental requirements that the organization defines. Ensure our commitment to the **PROTECTION** of the Environment.

Ensure the implementation of the Environmental Policy, communicate it and make it available to the organization itself, the staff working on its behalf and the general public.

Occupational Health and Safety Compliance

We promote occupational health and safety with the aim of improving working conditions and reducing or eliminating occupational risks.

Vitoria-Gasteiz, 26th January 2023

Salomón Monzón
General Manager / CEO TER, S.L.