

Quality and Environmental Policy

All personnel who are part of Territorio y Medio Ambiente, S.A. (from now on "TEMA") must prioritize client's satisfaction and be able to provide rentability of each of the service.

For this purpose, TEMA focuses its management on:

- Clarify in written form all service available for the Client and specify deadlines, compromises and all conditions associated to the service in order to fulfill the contracted requirements.
- Establish contracts between client and TEMA to consolidate and agree on these requirements with the mutual commitment.
- The proper contribution of resources to faithfully fulfil the commitments acquired.
- Be minded that the quality of the service provided is the basis of the future of our company. Not only to give quality in the service provided, but to record it.
- Create a working environment for all employees that promotes commitment to Quality and the Environment, Teamwork, Trust and Mutual respect.
- Do not provide services that violate the current legality.
- Remedy deficiencies, taking corrective actions in situations that produce unsatisfactory services, from the moment they are detected.
- Pursue the continuous improvement of the Quality and Environmental Policy in order to achieve process performance.
- Optimization and maintenance of a suitable working environment, in compliance with Occupational Health and Safety criteria.
- Pollution prevention as essential measure to achieve environmental protection.
- Management's commitment to compliance.



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This document shall be:

- Periodically reviewed to verify its continued suitability for the purposes and activities of TEMA, S.A.
- Internally propagated, to be understood at all levels of the organization, and externally to all those parties that may be interested and so express and request.