



QUALITY POLICY
AND
ENVIRONMENTAL MANAGEMENT



Best Surface, S.L., an organisation dedicated to the design, manufacture and marketing of compact porcelain surfaces, manufactured using cutting-edge technology, is committed to complying with this Quality and Environmental Management Policy. The aim of Best Surface's Quality and Environmental Management policy is to make a commitment to the requirements and needs of our customers, as well as to the environment, stakeholders and the environment. This policy is based on the following guidelines:

- To establish, develop and maintain a Quality and Environmental Management System, according to ISO 9001- ISO 14001, which reflects the needs and expectations of our customers and stakeholders.
- To apply the fulfillment of the applicable legal and regulatory norms, in the performance of our activity.
- To carry out periodic internal audits of the Management System to ensure that it is correctly adapted.
- To promote actions aimed at continuous improvement: of the quality management system and environmental management; of the quality of our products; processes; service provided and environmental performance
- To plan objectives and goals by providing the necessary resources, monitoring them through indicators
- To innovate and design according to market trends
- To develop new models, together with our suppliers, enhancing and strengthening their skills.
- To encourage appropriate actions to strengthen relationships with suppliers by promoting good environmental practices.
- To market our products through a personalized customer service, taking into account the technical requirements of the countries of the destination market
- To satisfy customers by understanding their needs and expectations, providing improvements for their total satisfaction
- To carry out a continuous selection and evaluation of suppliers, ensuring that they comply with the applicable regulations in environment and prevention
- To continuously train all the personnel involved in our activities, improving their skills.
- To encourage consultation, participation and active involvement of staff in management
- To evaluate the risks to which workers are exposed, derived from the performance of the activity
- Investigate those situations that could have a negative effect on workers' health.
- Development of responsible practices that respect environment and its surroundings, to grow from a sustainable perspective, making staff aware of good environmental practices, complying with regulations on waste management, atmospheric emissions and sound pollution.
- To prevent pollution, using resources rationally, thus reducing consumption and emissions into the atmosphere.

Best Surface, S.L. Management undertakes to review the Quality and Environmental Management Policy, ensuring that all commitments are consistent with company objectives, as well as with customers expectations and needs.

