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## Integrated Management System IMS - Quality and Environment Policy

**COSTAISA** is an organizational and technological services and solutions company which offers specific solutions to respond to the needs of our customers in the different links of the value chain.

With the aim to offer our clients a wide range of solutions, COSTAISA has evolved creating a business group made up of different companies specialized in different areas of knowledge: COSTAISA, SAPAS, SISEMED, DATAPRO, FIHOCA, ONPLUS, BDNPLUS and DAVINCI IT.

Our philosophy and our ambition are twofold. We want our clients to consider us not just another supplier, but their Organizational and Technological partners, and that they appreciate in our staff the quality of proactive and decisive professionals, who propose solutions in response to the needs of each moment.

Our company is characterized by continuity, stability and profitability, three forces that allow us to successfully face the path outlined, offering a quality service to our clients.

Continuity, since 1968 we have been in the Information Systems sector and we have lived and are still living its demanding evolution, responding with the same demand, to the effort of training and adaptation necessary to continue at the organizational and technological forefront.

Stability, because we maintain a deep relationship with our human team, understood as the main asset of COSTAISA, which allows us to guarantee a quality service to our clients.

Profitability, which we have maintained over the years, providing the necessary resources for a correct and constant investment in Training, Research and Development, essential for companies in the sector that are committed to organizational and technological leadership.

In order to guarantee quality and excellence in the management and attention to users, and in the service of implementation and maintenance of software solutions and to prevent contamination derived from our activity, we have developed and implemented an Integrated Management System (hereinafter IMS), which constitutes the reference framework to achieve the attainment of this commitment.

The scope of the MIS covers all processes related to the environment and the processes of user service and implementation and maintenance of software solutions, as well as the associated strategic and support procedures.

This Quality and Environment Policy establishes the guidelines and principles that COSTAISA follows to guarantee compliance with the general quality objectives and defined environmental goals, which are:

1. Ensure customer satisfaction, identifying their needs and offering services that meet and improve their expectations.
2. Ensure excellence in management and customer service, in the implementation and maintenance of software solutions, in relation to the service we offer.
3. Ensure compliance with current applicable regulations, applicable environmental legislation and other subscribed requirements related to environmental aspects.

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4. Comply with requirements to maintain the effectiveness of the integrated management system, and other specific commitments relevant to the context of the organization, comply with applicable requirements, ensure continuous improvement and prevent pollution.
  5. Be consistent with the organization's own activity and environmental impact.
  6. Consider the protection of the environment in the development of its activities, making an effort in waste management and optimization of natural resources and energy consumed.
  7. Strengthen our commitment to climate change, calculating the carbon footprint and defining actions to reduce CO2 emissions, to the extent possible.

We will fulfill this commitment by orienting all staff towards the same philosophy of quality and environment, through continuous improvement, which will be transmitted to all staff working for the organization and reflected in the IMS, through continuous training based on training appropriate to each level of the organization and motivating staff to integration and sense of belonging to the team of COSTAISA.

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