

Integrated Management System IMS- Quality and Environment Policy

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

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

Our philosophy and our ambition are twofold. We want our clients to consider us, not just some more suppliers, but also 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 we have been in the Information Systems sector since 1968 and we have lived and live its demanding evolution, responding with the same demand, to the training and adaptation effort necessary to remain at the organizational and technological forefront.

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

Profitability, which we have maintained during these years, providing the necessary resources for a correct and constant investment in Training, Research and Development, essential in 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 to prevent contamination derived from our activity, an Integrated Management System (hereinafter IMS) has been developed and implemented, which constitutes the reference framework to achieve the achievement of this commitment.

The scope of the IMS covers all processes related to the environment and user care processes, 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 relation to the service we offer.
3. Ensure compliance with current applicable regulations, applicable environmental legislation and other subscribed requirements related to environmental aspects.

4. Comply with the requirements to maintain the effectiveness of the integrated management system and other specific commitments relevant to the context of the organization, comply with the applicable requirements, ensure continuous improvement and prevent pollution.
5. Be consistent with the organization's own activity and environment impact.
6. Consider the protection of the environment in the development of its activities, making an effort in the management of waste and the optimization of the natural and energy resources consumed.

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

Luis Recolons
Director General