

Integrated Management System IMS - Quality and Environment Policy

Costaisa is a company that provides services and organisational and technological solutions. We provide specific solutions to respond to our clients' needs on the different links on the value chain.

In the bid to offer our clients a wide range of solutions, Costaisa has evolved creating the business group consisting of different companies specialised in different knowledge areas: Costaisa, Sapas, Sisemed, Datapro, Fihoca, 3i Multimedia and Omplus.

Our philosophy and our ambition are twofold. We don't want our clients to see us as just another supplier, but as their organisational and technological partners. We want them to appreciate the quality of our proactive and decisive professionals, who provide them with solutions in response to any of their needs at any time.

Our company is characterised by continuity, stability and profitability, three strengths that allow us to successfully face the path marked out, offering a quality service to our clients.

- Continuity - because we have been in the Information Systems sector since 1968 and we have experienced and still experience its demanding evolution, responding in the same demanding manner to the training and adaptation needed to keep providing cutting-edge organisational and technological solutions.
- Stability - because we hold a strong relationship with our human team, understood to be Costaisa's main asset, ensuring a quality service for our clients.
- Profitability - because we have remained profitable throughout the years, providing the necessary resources for correct and constant investment in Training, Research and Development, essential for the sector's companies that believe in organisational and technological leadership.

The Integrated Management System (IMS) was developed and implemented with the aim of guaranteeing quality and excellence in management and user support and preventing pollution from our activity. It is part of the reference framework for achieving this commitment.

The IMS scope covers all environment-related processes and user-support processes, as well as the strategic and associated support procedures.

The current Quality and Environment Policy sets out the guidelines and principles that Costaisa follows to guarantee that general quality objectives and environmental targets are met, which are:

1. Guarantee client satisfaction, identifying their needs and offering services that meet and improve their expectations.
2. Guarantee excellence in management and user support regarding the service we offer.
3. Ensure compliance with applicable regulations in force, applicable environmental legislation and other environment-related requirements.

INTERNAL/EXTERNAL DOCUMENT

4. Meet requirements to ensure that the integrated management system remains effective, ensure continuous improvement and prevent pollution.
5. Be coherent with the organisation's own activity and environmental impact.
6. Consider protecting the environment when developing its activities, making an effort in waste management and optimising natural and energy resources used.

We will fulfil this commitment guiding all staff towards the same quality and environment philosophy, through continuous improvement, which will be transmitted to all of the organisation's staff and will be reflected in the IMS. This will be completed through continuous training, adequate for each level in the organisation, encouraging staff to feel integrated and part of the Costaisa work team.

Julián Casado
General Director