



## QUALITY AND ENVIRONMENTAL POLICY

**IZAR CUTTING TOOLS S.A.L.** is a social economy company that offers solutions in the field of cutting tools for industrial use. We seek to be the best option to suit our customers' high standards in terms of quality, competitiveness and excellence in service. Our goal is to satisfy in a sustainable way, the needs and expectations of our customers, shareholders, staff and society in general.

In order to fulfil the proposed objectives, the management system established by IZAR is based on the reference standards UNE - EN ISO 9001 and UNE - EN ISO 14001 and it is supported by the following basic tenets.

- ✦ Establishing as our main goal the provision of customer service that exceeds all expectations and, therefore, guarantees customers satisfaction, by identifying their needs and introducing the necessary improvements.
- ✦ Identifying and evaluating any of the organisation's significant environmental impacts and establishing a series of measures that serve to reduce said impact.
- ✦ Compliance with all legal requirements applicable to service quality, environmental legislation and other requirements to which the organisation subscribes, as well as pollution prevention and environmental protection.
- ✦ Focussing all our efforts and resources towards the continuous improvement of the quality of our services and pollution prevention endeavours, as well as towards maintaining this spirit of continuous improvement throughout our company and in our environmental performance.
- ✦ Providing the necessary resources to maintain the implemented management systems, as well as ensuring that the quality of the services provided are in accordance with the established requirements.
- ✦ Raising awareness, informing and training staff on environmental impacts related to their work, as well as on quality issues.
- ✦ Correction of all non-conformities that occur, emphasising prevention, avoiding their occurrence.

This Policy provides a framework for establishing and reviewing quality and environmental objectives, it is used to inform the entire organisation and is to be reviewed annually for suitability.

The management is committed to continuously improving the effectiveness of the quality management system and the environmental performance of the organisation through an annual review of the system and the establishment and monitoring of quality and environmental objectives and targets.



Signed: Mr. Carlos Pujana

Managing Director of **IZAR CUTTING TOOLS, S.A.L.**

Amorebieta, February 18th, 2020