

- **AGPOGRAF, S.A.** and **NOVATESA S.L.** establish their mission as a Graphic Arts industry, supplying all the products related to pre-printing, printing, finishing and all those requirements requested by the customer, aimed at providing a global graphic communication service.
- The objective of our professionals is based on offering and supplying products and services, in accordance with the requirements and specifications established by the clients themselves. In the same way, we work to anticipate our clients' needs, in order to meet their expectations. From the Commercial Management, we define the strategies and resources to be used in order to establish the most effective dialogue with the customer. The attitude and relationship towards the customer is one of listening, which contributes to improving relations with the customer.
- The entire management and production **System is framed within an integrated Quality and Environmental Management System** that provides the guidelines for operation, allows the analysis of data for decision making, and is always oriented towards continuous improvement, according to the needs of the processes.
- The relationship with our collaborators and suppliers is interdependent, we seek the most objective and efficient means of communication, in order to be beneficial to all parties. Through annual meetings, strategic agreements will be established with our collaborators and suppliers. The daily dealings with our suppliers are rigorous in terms of our quality objective, but flexible and consistent with our philosophy of interpersonal relations.
- The improvement and development of the manufacturing and service lines is based on a system of interrelated processes and on the information provided by the integrated system. This information is reflected, on an annual basis, in the system review report. Our processes contain and express everything that ensures compliance with quality, environmental and chain of custody requirements in the implementation of the entire process map.
- Our staff is aware and personally committed to contribute in the best possible way to achieve the quality, productivity and sales targets set annually and also the environmental targets. Through GIS Committee meetings, departmental meetings and other communication flows, proposals for improvement are collected and actions are established. We encourage the level of participation of all staff (administration and production) as they are the ones who know the problems of each area best.
- The Policy and Strategy of the integrated system is communicated to all levels of the organisation through the delivery by the management of the integrated management system of the present document where the Policy is described, and through meetings of the Committee with all the strategic personnel for the implementation, maintenance and improvement of the system.
- Department managers are familiar with the contents of the Integrated Management System Manual in those aspects that affect their area of responsibility in order to direct and drive its implementation. They are also involved in the task of setting the objectives of their processes and the respective indicators that will allow them to evaluate and provide proposals for improvement. This task is carried out by all the company's personnel, who are also the driving force behind the design of objectives and indicators. The company's management takes care of the efficiency of the work with indicators, and the information obtained is materialised in the search and application of corrective and/or improvement actions.

- **Training policy:** The qualification of AGPOGRAF's staff is sufficient to fulfil the declared mission and values. The improvement of the competence of the company's staff is aimed at satisfying the real needs of the clients, the staff itself and the collaborators. Therefore, the process of training and promoting our own staff is continuous, as a measure to adapt to the changes and demands of the market, and also as a stimulus for our employees. All possible resources are provided to give the training aspects the capital importance they have. Priority is given to training in the plant.
- **Prevention policy:** Strict compliance with the occupational risk prevention law and its creative application for the best service to customers.
- **Compliance with legal and other requirements:** The integration of quality and environmental systems obliges the organisation to comply with legal requirements at EU, state, regional and local level.
- **Environmental policy:** All the people who work in the company are committed to respecting the environment, avoiding or minimising the impact of the different environmental aspects. The organisation is up to date in the search for all those innovations and advances that can be positive for the protection, conservation and sustainability of the system in the industrial environment. The company maintains and increases a realistic commitment to environmental policy.
- **Chain of Custody:** The organisation has implemented the chain of custody system **FSC** (*Forest Stewardship Council*), and **PEFC** (*Programme for the Endorsement of Forest Certification schemes*) to guarantee our customers and the final consumer of the product, the fulfilment of the requirements established in the current standards in relation to the materials and traceability of the product transformation processes. The system has been adapted and updated to comply with the new STD 40-004 V3.0 and STD 50-001 V2.0 standards.

The company complies with the application of the **MAF 9000 Guide** for the manufacture of packaging material for the pharmaceutical sector, incorporating the following aspects:

Contamination control and hygiene measures following what is established in the ISO 14001 standard, and a procedure and annexed documents for inspection and control of the materials used and the final product, and specific pharmaceutical requirements, to the SIG system.

- Agpograf is committed to the global reality in the economic, social and cultural aspects. Our behaviour both in internal relations and with our suppliers and customers is based on humanist principles and commitment to the reality of our environment (economic, social and cultural).
- The Management periodically reviews the Integrated Management System (objectives, documentation, records, processes, actions, organisation chart ...), with the aim of making it the most effective and efficient instrument for managing the company.