

5.2.1 Integrated Management System Policy (IMS)

This policy provides a reference framework for the establishment of the objectives *of the Integrated Quality and Environmental Management System (IMS)* focused on continuous improvement and customer satisfaction and respect for the Environment based on the requirements of the UNE-EN-ISO 9001:2015 *and UNE-EN-ISO 14001:2015 standards, "Quality and Environmental Management Systems, respectively"*.

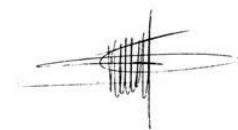
BREINCO is a leading company in the sector, committed to the development and continuous improvement of the product, the system *and the environment*. We offer landscape professionals the necessary tools to create the most appropriate solutions for each situation. Solutions that, with the improvements in technology we use today, can be said to last a lifetime.

Our customers are at the heart of BREINCO's business model, understanding their priorities and needs, listening to them and responding with innovative solutions. Building long-term relationships of trust with our customers is the foundation on which our company is built.

BREINCO's IMS policy is based on the following commitments:

- Commitment to achieving and maintaining high levels of customer satisfaction.
- Commitment to the environment, identifying the environmental aspects applicable to its activity and minimising the impacts that this may cause.
- Commitment to comply with all IMS requirements, whether they are legal, contractual or of any other nature, which are applicable to us due to our activity.
- Commitment to carry out our work within a management environment that guarantees continuous improvement.
- *Management commitment to define, maintain and review our organisation's IMS policy, promoting its knowledge, understanding and application by the organisation's personnel.*
- Commitment to efficiently control all processes and their possible *effects and impacts on the Quality and Environment* of our service, emphasising:
 - Customer relations and care.
 - Quality of service and a high degree of adjustment to the needs of our clients.
 - Quality of our products and technical assistance.
 - Compliance with delivery deadlines.
 - Impact of our activity on the environment.

The Management makes this policy accessible and available to its customers, suppliers, and the general public. It is also properly disseminated to all staff, so that BREINCO ensures that it promotes the involvement, awareness and continuous training of its employees, so that they assume the principle of "Quality and the environment is everybody's business".



Àngel Sitjà
 General Manager BREINCO SA
 02/09/2020