

- **AGPOGRAF, S.A. i NOVATESA S.L.** establish their mission as an Arts Gràfiques industry, supplier of all the products related to pre-printing, printing, finishings and all the requirements requested by the client, 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 the needs of our customers in order to meet their expectations. The Sales Department defines the strategies and resources to be used in order to establish the most effective dialogue with the customer. The attitude and relationship with the customer is one of listening, which contributes to improving customer relations.
- The entire management and production system is framed within an integrated Quality and Environmental Management System that provides the operating guidelines, allows data analysis for decision-making, and is always oriented towards continuous improvement, depending on the needs of the processes.
- The relationship with employees and suppliers is interdependent, we seek the most objective and efficient means of communication, in order to be beneficial for all parties. Through annual meetings, strategic agreements with our collaborators and suppliers will be established. Our daily dealings with our suppliers are rigorous in terms of our quality objective but flexible and coherent 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 in the annual system review report. Our processes contain and express everything that ensures compliance with quality, environmental and chain of custody requirements in the realization 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 SIG Committee meetings, departmental meetings and other communication flows, proposals for improvement are collected and corresponding actions are established. We encourage the level of participation of all staff (administration and production) as they are the ones who are most aware of the problems in each of the areas.
- 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 describing the Policy, and through Committee meetings with all strategic personnel for the implementation, maintenance and improvement of the system.
- Department heads have a thorough knowledge of the contents of the Integrated Management System Manual in the aspects that affect their area of responsibility in order to direct and promote its application. They are also involved in the task of setting the objectives of their processes and their respective indicators that will allow them to evaluate and make proposals for improvement. This task is carried out with the help of all the company's staff, who are also drivers in the design of objectives and indicators. The company's management is in charge of the effectiveness of the work with indicators, and the information obtained is materialised in the search for and application of corrective and/or improvement actions.

- **Training policy:** The qualification of AGPOGRAF staff is sufficient to fulfil the stated mission and values. The improvement of the competence of the company's staff is aimed at satisfying the real needs of customers, staff and collaborators. For all these reasons, the training and promotion process of our own staff is continuous, as a measure to adapt to the changes and demands of the market, as well as a stimulus for our employees. All possible resources are provided in order to give training aspects their central importance. Priority is given to in-house training.
- **Prevention policy:** Strict compliance with the law on Prevention of Occupational Risks 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 organization to comply with legal requirements at EU, national, 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 FSC (Forest Stewardship Council) and PEFC (Programme for the Endorsement of Forest Certification Schemes) chain of custody system to guarantee our customers and the end consumer of the product, compliance with the requirements established in the standards in force 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 in accordance with ISO 14001, and a procedure and annexed documents for inspection and control of the materials used and the final product, and specific pharmaceutical requirements, in the GIS system.
- Agpograf is committed to the global reality in economic, social and cultural aspects. Our behaviour both in our 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 carries out a continuous review of the Integrated Management System (objectives, documentation, records, processes, actions, organisation chart...), with the aim of making it the most effective and efficient instrument for the management of the company.