



**GAPSA** is a company engaged in the design, manufacture, and marketing of tambour door office cabinets, and it has implemented and certified management systems to assure that its processes comply with the requirements established in the UNE-EN ISO 9001, UNE-EN ISO 14001 and UNE-EN ISO 14006 standards.

The main purposes of this Quality and Environmental Policy are to **improve customer satisfaction** in order to establish a stable and cooperative relationship and **to minimise the impact that our business activity could have on the environment**, considering live cycle of our products.

To meet our customers' expectations, we must comply with both their requirements and those established by our organisation, in addition to those related to the product or service.

The Quality and Environmental Policy therefore includes the following points:

- Complying with all legal and regulatory provisions in force.
- Providing all personnel with the necessary level of training and education to perform all activities that are related to product and service quality and to environmental management of the business activity.
- Inform stakeholders involved in the life cycle of products on actions needed to improve environmental performance (suppliers, distributors, customers).
- Having the systems and necessary organisation to achieve the required quality and to minimise environmental impacts through a process-based approach.
- Controlling products and semi-finished goods in the various stages of the manufacturing process in order to detect non-conformities before delivering the product to the customer and to be able to take actions for the resolution thereof.
- Assuring the suitable safety and occupational health conditions for all of the organisation's personnel.
- Establishing continuous improvement systems through data analysis, with the dual purpose of preventing non-conformities and complying with and surpassing the adopted objectives and goals.
- Developing the processes and tools that allow promoting participation by all personnel on improving the implemented management system, as well as having fluid and transparent communication with suppliers, customers, the public administration, citizens and other stakeholders.
- Prioritize the hiring of older people with a more sensitive social position.

The objective of these action lines is to surpass our customers' expectations and to make company values out of quality and respect for the environment, including ecodesign, which are assumed by the entire organisation and recognised by our customers.

Management follows up on the satisfaction of our customers and the environmental behaviour of our business activity, and it provides the necessary resources for meeting these commitments, which must be assumed by the entire organisation.

This Quality Policy is a common objective, shared by everyone, and management considers itself to be the leader and the responsible party for implementing and following up on the policy.

**GRUPO ARMARIOS PERSIANA, S.A.U.**

**General Manager**  
Enrique González Becerra  
Castellar del Vallés, May 2023