

Mallorca, 18 February 2017

The Management of **DURAN** makes public, through this document, the Policy of the Integrated Quality and Environmental Management System of the company, for the knowledge and compliance of all those who are part of its organisation.

The Policy is encompassed within the company's strategy, whose quality objectives are to occupy a leadership position in the sector of marketing and distribution of construction materials and accessories in our Community, and to achieve customer satisfaction by offering superior value in quality, service and overall cost; and its environmental objectives are to properly manage its waste and ensure a more environmentally friendly consumption of materials.

This Policy is implemented through the UNE-EN ISO 9001 and UNE-EN ISO 14001 standards, through the Management System Manual and the Quality and Environmental procedures. The fundamental pillar of our policy is our high capacity to respond to the needs of our clients and the awareness, on the part of our staff, of the significant environmental aspects that affect **DURAN**, thanks to our team as well as over 30 years of experience..

With our Policy we aim to:

- Provide an optimal level of quality in our services.
- Understand the implicit and explicit needs of
- our clients, both current and future, to ensure our services are satisfactory to them.
- Understand the impact of our activities on the environment in order to minimise negative environmental aspects.

In order to guarantee the effectiveness of the Management System, the Management of **DURAN** undertakes to:

- Respect the environment, keeping our activities within all legal standards and ethical responsibilities. That is, **DURAN** commits to complying with the applicable legal requirements.
- Prevent pollution and make rational use of resources.
- Work continuously to identify and respond to the training needs of our employees with the ultimate goal of achieving excellence, which is measured by the satisfaction of our clients.
- Ensure that customer satisfaction is the result of teamwork, encouraging and motivating our staff so they feel involved in the Management System, listening to their suggestions and acting accordingly for continuous improvement.
- Strive to continually improve the effectiveness of the Management System in order to remain competitive and offer superior value to our clients.

The policy set out in this document provides a framework of reference for establishing the environmental objectives and targets, which will be reviewed periodically.

The quality and environmental policy is certified only for the centres in Palma and Calvià.

Signed by the Management Committee