

## QUALITY AND ENVIRONMENT POLICY

Throughout its years of existence Goldservice has driven its growth in the effort of all our staff and in the concept of constant improvement and upgrading. Based on these principles and taking into account changes occurring in the market, forcing us more and more to strengthen our capacity to respond to the demands of our customers, GOLDSERVICE, with scope of application in Ibiza, Formentera and Barcelona, has determined the implementation in our organization of a Quality Management and Environmental Management System according to the international standards UNE-EN-ISO 9001:2015 and UNE-EN-ISO 14001:2015.

The services we link to compliance with such regulations are the following:

- Pest prevention and control, including disinfestations, rat exterminations and disinfection.
- Environmental health, counselling and training in environmental health.
- Wood treatments.

The Directorate communicates its policy of action, to which the entire organization is committed and which is summarized in the following points:

- Assume at all levels the primary importance of achieving customer satisfaction while respecting the legal requirements that apply and minimizing the impact they might have on the surrounding environment, and
- Address the continuous improvement of the effectiveness of the quality and environmental management system, setting out and documenting the objectives to be achieved and periodically reviewing them.
- In addition to ensuring the commitment of companies working on our behalf.

Goldservice as an organization aims to satisfy its customers by meeting their needs through the guarantees provided and to meet their expectations as consumers.

For this we have the necessary technical, economic and human resources, and we will continue to make the efforts necessary to adapt these resources to the new times. At the same time, our organization is committed to preventing and reducing the possible adverse environmental effects as a result of our activities in compliance with municipal, regional, national and European legislation on all matters relating to the environment, health, industry, as well as the implementation of a plan to minimize waste generated.

Through the efforts of all, we will continue to advance on the path of professionalism, ensuring our future and consequently the improvement of our quality of working life.

To comply with this policy and to achieve the concept of "Model Company", and consequently ensure the progress and welfare of the people who make up the organization, we must remember two aspects that will help us in this challenge:

1. Mistakes are a source of improvement, therefore we will deal with them and try and find out why, and especially how they occurred, so that they do not to reoccur.
2. The organization understood as a set of professionals, who bases its daily work on teamwork and keeps in mind the impact of each on the service offered and team work.

Goldservice evaluates its suppliers, since it has a Management System based on the standards UNE-EN ISO 9001: 2015 and ISO 14001: 2015 quality and environment. Based on this evaluation, our suppliers are approved and as long as there are no conformities in the services rendered by those suppliers that make the evaluation unfavorable, they will be maintained as approved suppliers.

Let us work together as a team, for our customers and for our future.

THE HEAD OF DEPARTMENT  
In San Jordi, on July 9<sup>th</sup>, 2018



Rev. 10