

Quality and environment policy

Ineco is a Ministry of Public Works and Transport-owned company and a reference for engineering and consultancy activities related to the transport sector. Ineco confirms its firm commitment towards excellence in the management of the services it offers, promoting the development of the activities in conditions of economic, social and environmental sustainability. Ineco, by implementing and maintaining a Management System based on the requirements of the international standards ISO 9001, ISO 14001 and ISO/IEC 17020, is committed to achieve the maximum satisfaction of its clients, and to look after the needs and expectations of the stakeholders. Ineco commits to the following principles as a guide and a reference framework when carrying out its activity:

- ✓ The continuous improvement of processes and results,
- ✓ Compliance with any requirement that may apply in its operation,
- ✓ Prevention of pollution, damage and deterioration of the environment.

In order to honour this reference framework, Ineco shall:

- ✓ **Promote** the commitment of its managers to achieve the company's objectives, keeping in mind the values and strategies of Ineco in the performance of the personnel they are responsible for,
- ✓ **Ensure** capacitation and continuous personnel development establishing and promoting training and awareness programs on quality and environment matters,
- ✓ **Offer** excellent products and services to its stakeholders, using and enhancing the know-how of the organization, innovating and incorporating the best available techniques and technologies,
- ✓ **Ensure** that all work, especially when inspection is involved, is free from any pressure or incitement, particularly of a financial nature, that may condition the impartiality and independence of professional judgment.
- ✓ **Protect** the information and rights of the clients,
- ✓ **Promote** a continuous collaboration and partnership with stakeholders, clearly focused on meeting their needs and expectations,
- ✓ **Ensure** the compliance with contractual, legal and regulatory requirements and any other that might be subscribed. This shall also apply to Ineco's suppliers of goods and services,
- ✓ **Manage** and promote efficiently the resources and information required to meet the goals and targets,
- ✓ Continuous **improvement** of the processes, systems and results of the organization with the involvement, commitment and participation of its managers,
- ✓ **Promote** the appropriate and rational use of natural and energy resources,
- ✓ **Promote** actions aimed at environmental protection, such as, though not limited to, pollution prevention, recycling and waste management, specially if a result of activity,
- ✓ **Demand** to its suppliers a level of quality assurance and guarantee equivalent to that of Ineco. Environmental protection actions and principles shall also be assumed by Ineco's providers.
- ✓ Periodically **assess** the environmental performance of the organization and the clients' perception of the organization. The continuous improvement of the management and services shall be based on these assessments,
- ✓ **Maintain** a two-way, reliable, clear and appropriate communication with stakeholders. And
- ✓ **Communicate** this Policy to the Personnel and all the companies that carry out their activity with or for Ineco. This policy shall be available for consultation to all stakeholders