

The Administration and Management of Colorker Group - whose activity is the design, manufacture and sale of ceramic floor and wall tiles - is aware of the significance of managing resources to ensure customer satisfaction, help improve people's quality of life and generate value for interest groups, ensuring future profitability and sustainability. That is why we undertake to comply with applicable requirements.

An Integrated Management System has been established for this purpose, which offers value to the organisation and provides a framework to establish objectives in the following management areas:

- **Quality management as per ISO 9001.**
- **Environmental management as per ISO 14001.**
- **Occupational health and safety as per ISO 45001.**

To ensure its progress, and in line with our Mission, Vision and Values as defined in the company strategy, the following principles have been established in accordance with the three management areas:

QUALITY

- **Customer-driven**, defining our primary purpose as satisfying external and internal customers.
- **Results-oriented**, key to achieve excellent results in the long-term and ensure that our product quality is superior to the competition.
- **Leadership and consistent objectives**, operating methodically, with a defined strategy, quality culture and continuous improvement and the involvement of all staff.
- **Growth and worker involvement**, with each worker accountable for quality, promoting active training and participation by staff.
- **Process-based management** to ensure compliance with objectives and the work performed, continually assessing each person's work in accordance with indicators.
- **A continuous process of learning, innovation and improvement** through the exchange of knowledge and comparison with the best at all levels.
- **Developing alliances** with a cooperative and respectful attitude towards suppliers, retailers and other companies, establishing strong and beneficial business ties for both parties.
- **Corporate social responsibility** through responsible and careful management of resources which are used, improving our credibility and appreciation within society.

THE ENVIRONMENT

- Adopting the required measures to ensure compliance with **environmental standards** applicable to our business.
- **Protecting the environment and preventing air pollution**, and where this is not possible, reducing polluting emissions.
- **Reducing waste**, recycling and reusing it wherever possible, as well as efficiently using natural resources, raw materials and energy.
- Establishing **regular review** procedures to confirm compliance with the environmental policy, in accordance with defined objectives, as part of the continuous improvement process.
- **Training and raising awareness** amongst our employees regarding the potential environmental aspects which might arise, encouraging the development of environmental best practices.

OCCUPATIONAL HEALTH AND SAFETY

- Being aware that **the company's primary asset is its people.**
- Considering occupational risk prevention as a means to **keep its workers safe and healthy.**
- Believing that **all damages can be avoided.**

In this regard, we ensure that this policy is distributed, understood and accepted within the organisation so that it becomes a key factor and helps to achieve the aforementioned commitments.

The company will provide the human, material and financial resources required for this purpose and undertakes to do everything possible to achieve quality objectives, taking technical and market developments into account,

Signed: Manuel Ángel Murillo. Managing Director

Xilxes, 21 October 2020