

QUALITY AND ENVIRONMENTAL POLICY



TEGONSA directs its efforts to the provision of services in the purchase and distribution of natural and synthetic rubber, latex and derived by-products, to meet the demands and expectations of our customers and other interested parties, through commitment, service, professionalism, efficiency, respect for the environment and experience that characterizes us as an Organization.

Our main purpose is the loyalty of our clients and other interested parties, establishing strategic objectives according to the context of the organization and the environmental impact of our services. For all this we have considered the following principles:

- Develop strategies according to the context of our organization.
- Offer our clients a friendly, respectful and professional treatment, as well as a fast and efficient service that gives the necessary confidence to achieve their fidelity.
- Efficiently manage any claim / incident raised by our customers.
- Maintain the Management System, continuously improving its effectiveness.
- Have professional and qualified personnel for the development of activities, facilitating the necessary training.
- Provide the necessary infrastructure and work environment elements to achieve the correct fulfillment of the requirements of our services.
- Consider all relationship, treatment and communication with our clients strictly confidential.
- Comply with the requirements set by our clients and other interested parties, as well as the corresponding legal and regulatory requirements.
- Position customer service and your satisfaction with TEGONSA's services in the articulation center of the way of acting of all employees.
- Protect and prevent the environmental pollution, with good environmental practices within our organization.
- Ensure the traceability of our products, guaranteeing that they came from certified forests in accordance with social, economic and environmental standards, through forest management certifications.
- Calculate the environmental impact of the carbon footprint so that it is reduced each year through the measures implemented for this purpose.
- We reject all forms of sexual harassment and violence, our commitment to completely eradicate these practices in the workplace, our obligation to maintain confidentiality and the guarantee of protection for those affected, in addition to sanctions that will be implemented against those who engaged in this type of behavior.

El Prat de Llobregat, 22nd April 2025

Approved by Managing Director,