

since 1972



## QUALITY AND ENVIRONMENT

**COTECNO SERVICIOS DE INGENIERÍA Y ARQUITECTURA, S.L.** provides professional services in the areas of **Civil and Industrial Engineering, Architecture and Environment.**

In developing these activities, it gives high priority to the **client satisfaction**, to **the quality of the provided service** and to the **environment-friendliness** within the sustainable development framework.

Therefore, it undertakes to:

- Achieve a **permanent improvement of its processes** by applying regulations **UNE-EN-ISO 9001:2015**, **UNE-EN-ISO 14001:2015** and meeting any other applicable legal requirement, and especially those regarding **the environmental protection**, including the contamination prevention.
- Foster the best service quality to its clients, ensuring the satisfaction of their necessities, giving them **permanent support** and attending their possible complaints or claims.
- Identify and evaluate the **environmental aspects of the activities of COTECNO**, so as to determine those that have or could have significant environmental impact.
- Encourage among its employees **the sense of responsibility** toward the client service, the quality of their work and the environmental concern, providing them with the suitable training for the permanent improvement of their tasks.
- Control and assess the organization's **improvement of the quality** and of the environmental performance, aiming at a permanent improvement of the efficiency of the management system.
- Extend the requirements of service **quality** and **environmental operational control** to those suppliers that have a direct impact on the service providing of **COTECNO**.
- Provide the necessary **technical and human resources** so as to achieve a permanent improvement of the efficiency of **the Quality and Environmental Management System**.

This policy is the reference framework for revising the quality and environmental targets of our organization; therefore, it is periodically checked so as to have a continuous adjustment. These targets shall take into account the risk and opportunity analysis that the company undertakes periodically.

With this policy, the management of **COTECNO** intends to take into account its **context**, considering the interested parties that are encompassed by it. Thus, it wishes to increase its **competitiveness**, to gain the **confidence** of its clients and suppliers and to achieve a feeling of **satisfaction** among its employees through the quality of their work and the protection of the environment.

A CORUÑA, 28th FEBRUARY 2018

SIGNED: THE COMPANY MANAGEMENT

