Quality, Environmental, and Carbon Footprint Policy

METRICA is a Spanish company specializing in information technologies, offering creative solutions to business challenges and expert knowledge to help clients stay up to date with the latest innovations in information and communication technology, and apply these technologies to benefit their business.

The company develops tailored projects for each client, integrating them into their respective Management Systems. METRICA assumes full or partial responsibility for evolving or managing Information Systems, and provides access to professionals with varying levels of expertise and experience—capable of developing new IT solutions, supporting management, ensuring operational continuity, and driving the technological evolution of both new and existing platforms. Our team has extensive experience across diverse sectors, company sizes, and complexities.

METRICA's Quality, Environmental, and Carbon Footprint Policy is defined by its aim to offer excellent service under optimal quality and efficiency conditions, while always upholding social responsibility in environmental protection and climate change. The company commits to environmental management in compliance with UNE-EN ISO 14001 / UNE-EN ISO 9001 and the GHG PROTOCOL standards.

This policy is implemented in a cost-efficient way while minimizing harmful environmental impacts, and is supported by five core action lines:

- Leadership
- Staff Involvement
- Customer-Focused Organization
- Process-Based and Management System Approach
- Continuous Improvement

Leadership

The company seeks to inform, involve, raise awareness, and motivate all staff to achieve its established quality and environmental goals. To accomplish this, we commit to:

- Comply with applicable environmental legislation and regulations related to our activities and services.
- Ensure coherence, accuracy, relevance, completeness, and transparency in carbon footprint calculations.
- Integrate the Environmental Policy into our management strategy, applying environmental criteria in planning and decision-making processes.

- Incorporate environmental topics into training programs and promote best environmental practices across all staff.
- Commit to environmental protection, including pollution prevention and other context-relevant commitments.
- Continuously exceed our environmental goals.
- Keep all staff informed about the benefits and requirements of the quality system.
- Motivate all personnel toward the company's goals by providing resources, materials, and the necessary training.
- Establish and maintain shared values and behavior models at all organizational levels.
- Inspire, encourage, and recognize employee contributions.

Staff Involvement

Our people are the core value of our organization. Their engagement in quality and environmental actions is essential for mutual benefit. By involving staff, we aim to generate new and improved organizational goals. This requires:

- Understanding the importance of their role and contributions.
- Taking responsibility for problems and their solutions.
- Evaluating personal performance based on individual goals.
- Seeking opportunities to enhance skills, knowledge, and experience.
- Openly sharing and discussing knowledge, experiences, and challenges.

Customer-Focused Organization

The purpose of every company is to provide its best products and services to its clients. We must understand and anticipate their current and future needs, meet their requirements, and strive to exceed their expectations. This involves:

- Systematically managing customer relationships.
- Analyzing and anticipating client needs and expectations.
- Reducing response time with tailored solutions or proposals.
- Increasing resource efficiency to boost customer satisfaction.
- Measuring customer satisfaction and acting on the findings.
- Enhancing customer loyalty to ensure ongoing business relationships.
- Aligning the company's goals with client needs.

Process-Based and Management System Approach

By identifying, understanding, and managing interrelated processes as a system, we improve the organization's efficiency and effectiveness in achieving its objectives. We commit to:

- Define, integrate, and align processes that best achieve desired outcomes.
- Focus on factors like resources, methods, and materials to improve key activities.
- Establish clear roles and responsibilities for managing key activities.
- Reduce costs and time through efficient resource use.
- Assess the risks, consequences, and impacts of client, supplier, and stakeholder activities.

Continuous Improvement

We understand that overall performance must be a permanent objective. Therefore, we must:

- Treat continuous improvement of products, services, processes, systems, and pollution prevention as a goal for everyone within the organization.
- Align improvement activities at all levels with the organizational strategy.
- Set objectives to guide improvement efforts and indicators to monitor progress.
- Commit to continuous enhancement of the management system, environmental performance, and reduction of greenhouse gas (GHG) emissions.

Signed: Legal Representative of METRICA Consulting

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