

## Quality assurance policy, the environment and health and safety at the workplace

Canal Gestión Lanzarote, S.A.U. licensed firm of the management of water supply services, sanitation and reuse of the islands of Lanzarote and La Graciosa, has been entrusted with the mission of providing all of its clients with an adequate supply of water in accordance with the rules and regulations which ensure the quality of the same and the purification of residual water as well as its regeneration, actively contributing towards the protection and improvement of the environment in benefit of the entire society, monitoring the inherent risks of their activities, especially those in which dangerous substances are involved, with the objective of reaching the highest levels of prevention of health and safety at the workplace.

The management of Canal Gestión Lanzarote, S.A.U., assumes the obligation and commitment to the following strategic objectives of quality, the environment and health and safety at the workplace as part of the management system implemented in the company which establishes, via the documents gathered in the same, the processes, responsibilities and activities which permit the compliance of this policy, being all personnel responsible of their own compliance and participation in the improvement:

- To focus the process on the client: evaluate their needs and expectations and provide the means necessary to satisfy and exceed them. Maintain the trust of our clients guaranteeing a quality service.
- To establish a structure of continuous improvement of procedures, their environmental repercussions and management of safety at the workplace.
- To strengthen the systematic incorporation of technological improvements available in processes with the objective of offering at all times, the best product quality and in our services, minimising the impact of activities on the environment.
- To carry out a sustainable management optimising the consumption of natural, energy and raw material resources, adopting preventive measures necessary in order to avoid any kind of contamination.
- To manage all those activities with the obligation of complying in the legal requirements as well as any other which Canal Gestión Lanzarote, S.A.U. endorses.
- To declare as a priority commitment in the development of the company's' activities, the prevention of occupational hazards, harm and health deterioration in all and each of their operations, integrating a prevention system in all levels of the organization, informing and adequately training the team of workers with regards to the inherent risks to their activity as well as first aid.
- To plan the response facing emergency situations, committed to adopting the necessary procedures set aside to identify the foreseeable emergencies within the installations according to a systematic analysis, as well as creating, confirming and reviewing the emergency plans, considering the external coordination procedures that may end up being necessary.
- To report, consult and train the workers, making them participate in the management of health and safety at the workplace and make them aware of the serious accidents.

The quality assurance policy, environment and health and safety at the workplace is spread throughout all levels of the organisation, their clients, suppliers, contractors, interested parties and to the public in general.

In Arrecife, on 20<sup>th</sup> July 2017

David González Gill

Managing Director of Canal Gestión Lanzarote, S.A.U.

