

**MEDIP HEALTH, S.L.** is an organization whose activity is the **exploitation of telecommunications services (telephony, television and internet) in public and private buildings.**

**MEDIP HEALTH** is committed to comply with legal and regulatory requirements (including legislation, environmental and occupational hazards prevention regulations and those that the organization can subscribe), those specified by its clients, and also, protect the environment and the occupational health and safety, promoting the continuous improvement of the Integrated Management System (Quality, Environment and Occupational Health and Safety).

This document also establishes the reference framework to determine and review the objectives and goals of Quality, Environment and Occupational Health and Safety, with the object of achieving the following general objectives:

- That our service quality reaches requirements of the clients, adequately analysing their suggestions, complaints or claims to give them an optimal response adapted to their interests.
- Increase customer satisfaction (needs and expectations) through the effective application of the Integrated Management System, reducing the number of incidences that affect the activity of the organization.
- Continuously improve the Integrated Management System and its processes.
- Provide the necessary resources to maintain and continuously improve the effectiveness of the Integrated Management System.
- Improve the communication and relation with suppliers and subcontractors in order to gradually reduce incidences in the deliveries and related nonconformities with them.
- Prevent pollution and improve environmental policies, controlling and reducing the environmental aspects generated by the activity, mainly reducing the generation of waste and optimizing the consumption of natural resources.
- Remove dangers/hazards and reduce risks, both affecting the company as a whole or each individual job or function
- Provide safe and healthy work conditions in order to prevent lesions and health deterioration, taking into account the specific nature of the risks and the opportunities for the Occupational health and Safety.
- Achieve a greater awareness and a greater involvement of the employees to generate proactivity in improving the results of the organization and the work environment by the consultation and participation of the workforce. For that purpose, the company has to promote an attitude that enhances:
  - Improve the coordination between the departments of the company (internal communication).
  - Improve staff training.
  - Improve work conditions, eliminate risks and protect the safety and health of the workers
- Ensure the level of quality offered and the reliability of the work carried out. All with the purpose of improving the service to the customers, consolidating a good position of the company in the market and ensuring the improvement of profitability.

In conclusion, the management of **MEDIP HEALTH** pursues the continuous improvement through the setting of Quality, Environment and Occupational Health and Safety Objectives, applying policies of permanent review within the framework established by this document.

The managers of the different departments of the company recognize the authority that in the field of Quality, Environment and Occupational Health and Safety Policy holds the Manager of the integrated system by express delegation of the Direction. Likewise, they commit themselves to spread between the staff of their department the guidelines and objectives that the Direction of the Company formulates in the area of Quality, Environment and Occupational Health and Safety This integrated policy is available to the public at the MEDIP HEALTH headquarters.