

## COMPREHENSIVE MANAGEMENT POLICY

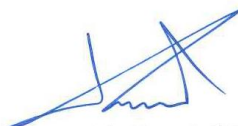
Ed.4  
Date: 29/06/2020

The main objective of our company, OLIPES, S.L., dedicated to the design, manufacture and marketing of greases, lubricating oils and maintenance and cleaning products, is to achieve the highest quality in all our products and services, always carrying out our activity with absolute respect for the environment.

The principles of our management system are:

- **Ongoing improvement:** Continuous improvement is the basis of our activity. Only by studying and perfecting the various processes carried out by the company we can obtain a competitive advantage that allows us to continue advancing, and offer more and better products with environmental performance under continuous development. We are committed to the use of new technologies as a method of innovation in order to improve the services we offer our clients.
- **Customer Satisfaction:** One of our basic premises is to identify the needs of both external and internal customers. The Integrated Management System is focused on maximising the satisfaction of our customers and other interested parties.
- **Compliance with legal and other requirements:** We commit ourselves to complying with all legislation and regulations that apply to us, to meeting the requirements established by our clients, as well as other requirements that the company may accede to in the course of operations.
- **Sustainability and Protection of the Environment:** We advocate for performing our activity with a commitment to preventing pollution and preserving the environment. We make the necessary improvements and modifications to each process in order to minimise the environmental impact of our activity and make rational and efficient use of energy, reducing waste. We incorporate a life cycle perspective into our products, thus promoting good environmental practices outside our organisation.
- **Communication:** Internal and external communication are considered essential to maintain coordination of all the agents involved in our activity. Appropriate channels have been put in place to facilitate the flow of information at all levels and for all interested parties.
- **Resources:** OLIPES Senior Management provides and manages the resources necessary for the implementation, maintenance and improvement of the Integrated Management System.
- **CSR:** OLIPES aspires to build a business in which suppliers, employees and customers form a community that seeks the common good by means of professional relationships based on trust, honesty and personal treatment.

All of these principles are documented in the Integrated Management System and its Objectives and Goals. The entire Management System is reviewed annually to ensure its effectiveness and validity.



David Oliver  
Managing Director