

INTEGRATED MANAGEMENT SYSTEM POLICY



ACTILUM is a company that manufactures and distributes 100% custom-made LED panels and strips.

Since its creation, our company has always been committed to offering its customers a high level of quality and trust, offering **products that respect the environment and providing a service that meets their requirements and expectations.**

The aim of this Integrated System Policy is to consolidate this reality, **developing its activities progressively and committed to continuous improvement**, taking this quality and environmental behaviour **beyond the requirements of current legislation**, developing the appropriate preventive measures and thus contributing to the **sustainable development** of its environment of influence.

For us, **quality means knowing who our customers are**, what their expectations are, and meeting these expectations without error, on time. **Our customers' satisfaction is our satisfaction.**

ACTILUM, having an Integrated Management System in accordance with the UNE-EN ISO 9001:2015 standard, **aims to promote the training and information of all the people** involved in the service provided so that respect for the environment and the quality of the product-service is an essential element in the development of the company's activities.

In accordance with this Policy, **we establish Quality and Environmental Objectives** at all levels, monitoring the degree of compliance so that we can measure our improvement.

The reference framework for the approval of our objectives is:

- To grow as a business, both in terms of profit and number of customers, maintaining an optimum level of quality and service, always seeking continuous improvement.
- To increase customer satisfaction.
- To involve our third parties and personnel at an environmental level, as well as to incorporate environmental criteria in the products consumed.

ACTILUM Management periodically reviews the integrated management system to ensure its continuing suitability, adequacy and effectiveness.

In this review, **opportunities for improvement of the system and processes are evaluated and needs for changes in the management system are identified.**

ACTILUM's Management recognises that in order to achieve these objectives, **the full participation of all the company's collaborators is essential**, combining their permanent effort to improve their individual work with teamwork and total commitment to the general objectives of our company.

Consistent with the responsibility assumed, **it provides the necessary resources for the fulfilment of this policy.**

Two handwritten signatures in black ink. The first signature is a stylized 'D' followed by a horizontal line. The second signature is a more complex, scribbled signature.

The Management
October 2021