

Management Policy

SANTOS' fundamental objective is to achieve that the furniture designed and commercialized on a determined price level has the highest possible value for our clients. We assure the product is safe to use and also that the composition is safe. We develop production processes that respect the environment in a secure manner, at all levels of the organization, in order to guarantee SANTOS' growth and survival.

Problems and their causes should be prevented and corrected in all processes: faulty or non-compliant products or services, situations that are unsafe or affect the health of our workers or the protection of the environment, etc. Our objectives are centred on reducing non-quality costs to a minimum, increasing the profitability of the company, contributing to the professional and personal growth of our workers and reducing any significant environmental impact related to products, activities or services, fostering sustainable forest management.

It is of vital importance to assure the compliance of all legal requirements related to the product in order to assure that requisites such as ease of use, load capacity and the consistence and safety of the materials are always fulfilled.

Senior managers, heads of department and the rest of the workforce are aware that SANTOS' **Management Policy** considers and takes into account all the necessary activities to ensure compliance, throughout the whole process, with our clients' requirements as well as legal requirements related to quality, product safety, environmental and worker's health and safety regulations.

We also take into account the social rights defined in the ILO's "Declaration on Fundamental Principles and Rights at Work": freedom of association and the elimination of discrimination in respect of employment and occupation.

Senior management is committed to **continuously improving** the management system and its performance, with the goal of surpassing the client's and the market's expectations and needs.

Senior management and all of the workers at SANTOS are responsible for the quality of their work and ensuring that the activities they carry out are done in safe conditions, creating the lowest possible impact on the environment. SANTOS will provide the necessary **training and qualifications** needed in order to be effective in all the processes that are affected.

The collaboration and **cooperation agreements with suppliers and dealers** are considered to be fundamental in order to fulfil the requirements established and meet SANTOS' needs and those of our clients.

Senior management is also responsible for: implementing, maintaining and keeping up-to-date the Quality Management, Environmental, Health and safety at Work Systems and Chain of custody and Tested Safety (GS) in compliance with the norms ISO 9001, ISO 14001, OHSAS 18001, PEFC ST 2002 and UNE EN 14749. They will inform all members of staff of the current policy and assure themselves that it is understood and applied, together with all the directives and procedures that come from the Management System Manuals, considering them obligatory in all areas and work teams at SANTOS.

This policy provides a reference framework for the establishment and revision of the quality, environmental and health and safety at work objectives. It will be revised annually, so that it can meet the requirements established in the planning of the Management System, with the aim of maintaining its integrity and assuring the continuous improvement of the whole system.

SENIOR MANAGEMENT
Camporrapado, 4th February 2015

