



Quality, Environmental, Energy and Health & Safety Integrated management system policy

NEINVER's objective is to offer to its customers a value-added service of **global management and strategic consultancy of retailing**. Therefore, NEINVER has developed a **Quality, Environmental, Energy and Occupational Health & Safety Integrated Management System** in accordance with ISO 9001, ISO 14001, ISO 50001 and ISO 45001 standards.

NEINVER's management is committed to:

- Ensuring optimal operating conditions and maintenance of all facilities, promoting continuous improvement of all managed properties.
- Fulfilling customers' requirements, as well as applicable legal and regulatory requirements regarding quality, environment, energy, and occupational health and safety.
- Contributing to the environment by increasing energy and water efficiency, reducing waste and increasing recycling rates, lowering all type of pollution and promoting local biodiversity.
- Achieving Zero Waste recognition by achieving more than 90% of waste valorization at each center.
- Contributing to the economy decarbonization by reducing our carbon footprint.
- Applying environmental criteria and rational use of energy in planning and decision-making processes, ensuring the quality and integrity of the environment.
- Managing the climate risks, both the physical and transition ones.
- Promoting sustainable mobility options.
- Promoting universal accessibility ensuring usability, comfort, and safety for every individual.
- Preserving the health and safety of its people and the safety of the facilities.
- Providing a working environment for all employees that promotes safe and healthy working conditions, and prevent accidents, incidents, and occupational diseases.
- Achieving top customer satisfaction within the provided services, actively promoting feedback from customer and stakeholders to improve the services offered.
- Promoting environmental and energy efficiency good practices among suppliers and customers, supporting the purchase and design of eco-efficient products and services.
- Ensuring contractors comply with all applicable requirements, especially those regarding health and safety, quality of the services, environmental and energy management.
- Assessing our suppliers to offer the best possible service to our clients and customers.
- Promoting the professional development of its employees throughout training and awareness programs, including personal objectives on environmental, energy and health & safety issues.
- Continuous improvement of the Integrated Management System by setting and achieving objectives that will be reviewed periodically.

This organization's Quality, Environmental, Energy and Occupational Health & Safety policy is available to all the stakeholders through the website www.neinver.com. Employees and people working on the company's mandate, are familiar with this policy and adhere to it. This policy is reviewed annually to keep it relevant and consistent.

Signed: Daniel Losantos Egea, CEO.

