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As part of their ongoing commitment to ethics and sustainable development, as well as the distinct requirements of the stakeholders, **Andreu World, S.A.** has developed the following corporate sustainability policy.

The Sustainability Policy establishes the basic principles and the overall framework for managing the sustainability practices adopted by **Andreu World, S.A.** and serves as a basis for integrating these practices into the company's business model and strategy. Thereby promoting a sustainable culture that contributes to the creation of sustainable value for the various stakeholders (customers, employees, suppliers, general public, the environment, etc.) with which **Andreu World, S.A.** operates and to position the company as a benchmark of best practices in the industry, as a fundamental part of service quality, improving their competitiveness by reinforcing their corporate reputation.

The definition, execution, monitoring and oversight of the goals and principles contained in this policy are the **responsibility of the Directors.**

The main **objectives** of this sustainability policy, which is part of the company's Corporate Policies, are as follows:

1. Support the achievement of the strategic goals by providing high quality service that is respectful of the environment.
2. Improve competitiveness through the adoption of management practices based on innovation, productivity, profitability, and sustainability.
3. Responsibly manage the risks and opportunities derived from the changing environment, maximizing the positive impacts of its activity and minimizing negative impacts on the various regions in which it operates.
4. Foster a culture of ethical behavior based on credibility, confidence, and transparency to strengthen relations with stakeholders and to respond to their needs and expectations.
5. Contribute to the enhanced reputation and external recognition of the Group.

To achieve the goals above in respect to sustainability **Andreu World, S.A.** adopts the following guiding **principles/commitments:**

1. Comply with applicable laws in countries where products are sold or services are provided. In regions where adequate regulatory development does not exist, international standards ensuring sustainable business development will be adopted.
2. Support the integration of the principles from the United Nation's Global Compact in the areas of human rights, labor practices, the environment and the fight against corruption.
3. Align the behavior of the business professionals with the guidelines established in the company's Code of Ethics and Code of Conduct thus regulating their conduct in the development of their activities.
4. Promote free-market practices, and therefore ensure fair competition.
5. Pursue and report any corrupt practices of the countries where the company operates.
6. Adopt practices based on transparency and mutual trust with the company's Stakeholders by promoting open communication channels and dialogue with them, thus enhancing relationships of trust.

To achieve the objectives and general principles of actions detailed above, **Andreu World, S.A.** establishes the following **principles or commitments of action with the stakeholders:**

1. With Property/Shareholders.

- ▶ Guarantee the exercise of the rights and obligations of ownership/shareholders of the company based on good faith and mutual transparency.
- ▶ Guarantee the participation of ownership/shareholders at the Shareholders' Meeting.
- ▶ Encourage shareholder involvement in the areas of corporate governance and social responsibility.

2. With the Public and Communities where the company conducts its business.

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- ▶ Build strong trustful relationships with the communities of the countries where the Group operates.
- ▶ Reconcile the activities of the company to the distinct social and cultural realities.
- ▶ Strengthen the trustful relationships with the various communities by supporting local community organizations.
- ▶ Develop corporate volunteer programs that promote the participation of the company's professionals in individual actions, in order to improve the quality of life of people and the care of the environment.

3. With Clients.

Andreu World, S.A. works to meet the needs and the expectations of their customers, offering them the best products and services, and at all times trying to learn and meet the requirements specified by them, as well as the legal and regulatory requirements to increase satisfaction, to do so Andreu World commits to the following:

- ▶ Comply with the rules associated with communication and marketing, ensuring the credibility, clarity and reliability of the information provided.
- ▶ Ensure the protection of the health and safety of the customers throughout the life cycle of the products they are sold.
- ▶ Establish the necessary measures to ensure that, as established in the Code of Ethics, confidentiality of customer data is guaranteed.
- ▶ Promote and guarantee continuous improvement of quality in the procurement, production and delivery of the products.
- ▶ Intend that the product quality, service, graphic material, satisfy the customer, describing the needs and listening carefully to their complaints and suggestions.
- ▶ Evaluate the quality of service provided to the customers, as set out in the policy and quality management system, through surveys that measure satisfaction, thus reducing complaints, returns and customer issues (domestic and export).
- ▶ Increasing the number of business communications to be carried out with the intent of meeting deadlines.
- ▶ Improve delivery rates at the national and international level.
- ▶ Increase the number of new customers (domestic and export) and reduce the number of regular customers who do not buy analyzing such circumstances (domestic and export).
- ▶ Reduce manufacturing defects and improve the percentage of new models introduced in the price list.

4. With Employees.

To **Andreu World, S.A.** human capital is one of the main sources of sustainable competitive advantage, thus giving employees a strategic treatment, providing them with a safe working environment, encouraging their development as professionals and people and promoting equal opportunities.

The **Andreu World, S.A.** Human Resources Department's strategic objectives are to attract, develop, and retain talent in the organization, making them participants in their plan for business success and ensuring a decent and safe place to work.

The relationship of **Andreu World, S.A.** with their employees is developed through the Human Resources policy based on the following principles:

- ▶ Respect human and labor rights under national and international law and, in particular, rejecting child and forced or compulsory labor and respecting freedom of association and collective bargaining.
- ▶ Recruit, hire, and retain talent in a favorable labor relations framework based on equal opportunities and reconciling work and family life.
- ▶ Promote the training of workers, encouraging career advancement through a training plan based on their needs and expectations. Specifically, the company guarantees that through training all employees are educated in the philosophy, established sustainability requirements and mechanisms that have been developed from this policy.
- ▶ Ensure a safe and healthy work environment, both in the facilities and in those places that have some type of influence. To guarantee compliance with current legislation regarding Occupational Safety and Health, as well as the development of a management system that facilitates the achievement of this commitment.

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5. With Suppliers.

For the company it is important to guarantee and ensure that all players participate in the value chain of **Andreu World, S.A.** respond, in addition to existing legislation, to the ethical and social responsibility principles.

Therefore, the company will establish the mechanisms to ensure that all players in the value chain meet the principles outlined in the Supplier's Code of Ethics concerning:

- ▶ Business ethics.
- ▶ Transparent management.
- ▶ Dignified labor practices that guarantee responsible procurement practices and the health and safety in the workplace.
- ▶ Respect for the environment and minimize negative impacts on it.
- ▶ The quality and safety of products and services sold, promoting respect for human and labor rights under national and international law.

6. With the Environment.

Andreu World, S.A. aims to be recognized as a world leader thanks to its actions with respect to the environment. **Andreu World, S.A.** is committed to preventing pollution and to advance the continuous improvement of the Environmental Management System, taking into account:

- ▶ The Continuous improvement of Eco-design process, enhancing life extension of the products of the organization.
- ▶ Continuous improvement of the environmental performance of the organization's products throughout their life cycle, without transferring adverse environmental impacts from one stage of the life cycle to another or from one category to another, unless this has resulted in a net reduction of negative environmental impacts throughout the product life-cycle.

This is reflected in the following fundamental principles of action:

- ▶ Increase the percentage of promotional material made of paper with recycled and/or certified content.
- ▶ Reduce the amount of cardboard consumed and generated as waste from the packaging of products and of packaging cork.
- ▶ Reduce the consumption of water, electricity, paper, and oil, implementing prevention measures and environmental awareness.
- ▶ Decrease the quantity of hazardous waste generated.
- ▶ Preserve the biodiversity of ecosystems, landscapes, and species where the Group operates. Within the environmental responsibility of **Andreu World, S.A.** is included a commitment transmitted to the factories of the group for the application of the best efforts to avoid trading and buying wood or wood fiber in the following situations or categories:
 - ▷ Illegally harvested wood.
 - ▷ Wood harvested in violation of traditional and civil rights.
 - ▷ Wood harvested from forests whose high conservation values are threatened by management activities.
 - ▷ Wood harvested from forests that are being converted to plantations or other non-forest uses.
 - ▷ Wood from forests in which genetically modified trees are planted.
- ▶ Prevent pollution, gradually reducing the intensity of emissions of greenhouse gases, increasing energy usage from renewable sources and progressively introducing more efficient technologies.
- ▶ Improvement of the management of chemicals used in production processes and auxiliary plants of the organization.
- ▶ Optimize the management of hazardous and non-hazardous waste through implemented systems that set targets for the reduction of waste, use of best management practices and the utilization of recycled materials.

By Andreu World, S.A.



CEO
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