

## INALCO GUARANTEE CERTIFICATE

INALCO has defined a **Guarantee** policy based on **Business Excellence**, which establishes commitments towards the **Total Quality** of its processes, products and services, taking into account the protection of the Environment, Health and Safety and the Prevention of Occupational Hazards for all of its workers, and the different specifications of the countries in which we provide a service.

INALCO is a guarantee that:

- All of its products are manufactured according to currently applicable legislation and specific regulations affecting the ceramic sector, respecting the environment and health and safety in the workplace.
- All of the top quality products manufactured by INALCO comply with and even exceed the requirements of the ISO 13006:1998 and EN 14411:2003 standards in terms of the definition, classification, characteristics and marking of ceramic tiles.
- INALCO has a **Quality Control System** in place in all of its production process and for the storage of all of its products. Any fault or defect in the system is reviewed and corrected.

**ECOINALCO** is INALCO's public commitment towards the environment and society at large. It comprises all of the human and technological resources aimed at preventing the impact of its activity, as well as constantly reviewing its processes and investments to achieve **Sustainable** development in line with the company's principles.

INALCO has been awarded an **Integrated Environmental Authorisation**<sup>1</sup>, aimed at the integral prevention and reduction of pollution, as well as maintaining a level of protection for the environment taken as a whole.

The Environmental Policy of INALCO can be summed up in the following points:

- 1) **Reducing, re-using and recycling** waste materials at the point of origin, planning human resources and integrating environmental management within all of the company's different departments.
  - All of the waste materials produced during the manufacturing process are handled by authorised waste disposal companies.
  - Between 40% and 50% of recycled raw materials are used in the manufacture of INALCO's porcelain tiles.

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<sup>1</sup> Law 2/2006 of 1 June on the Prevention of Pollution and Environmental Quality.

**2) Optimising the consumption of resources**, establishing guidelines in each of the different stages of the production process for this purpose, as well as in the rest of the company's departments.

- Over the last five years, water consumption during the manufacturing process has been reduced by 60%.
- The water used in the process is treated and processed to be re-used, limiting the consumption of water free from impurities and achieving "zero waste".

**3) Reducing emissions.**

INALCO controls and filters all atmospheric emissions, and supports strategies aimed at reducing greenhouse gases in order to meet the objectives of the Kyoto Protocol.

- Investment in new technologies allows us to obtain greater productivity, reducing the consumption of both energy and natural resources in the process of manufacturing our products.
- INALCO uses natural gas as an energy source, as it causes the least pollution.

**4) Technology and innovation.**

INALCO researches and innovates in new treatments, materials and manufacturing processes, with the aim of developing products that cause less pollution, and which are suitable for sustainable architecture.

**Contribution towards obtaining LEED<sup>1</sup> points**

INALCO offers a wide range of products that contribute towards obtaining between 10 and 20 LEED points in order to improve the quality and sustainability of buildings and their impact on the environment.

**Occupational Health and Safety.**

INALCO provides all of the necessary technical, human and economic resources to guarantee the safety of its workers from the potential risks derived from their work, as defined in the Spanish Occupational Health and Safety Law<sup>2</sup>.

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<sup>1</sup> LEED (Leadership in Energy and Environmental Design) is a certification system developed by the US Green Building Council, which evaluates buildings based on criteria of sustainability and efficiency.

<sup>2</sup> Law 31/1995 on Occupational Health and Safety.