



Costa Rica / Policy

Management Systems Policy

EP-MGS-PO-001

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Version: 3

Purpose

Establish a reference framework for defining objectives and delivering services according to quality, social responsibility, environment, energy and occupational health and safety at work standards, according to the organization's context and strategic direction.

Scope

This policy applies to all organization's management systems at the local level.

Abbreviations and definitions

- N/A

Description

1. Our services

1.1. Our company provides business process outsourcing services to different companies and industries through innovation and human-centric capabilities to offer competitive advantages when our clients need them most.

2. Commitments

2.1. According to our business model, we have defined the following commitments for the delivery of our services:

2.1.1. Meet regulations, legal and other applicable requirements including those from its management systems.

2.1.2. Generate a positive impact on people's lives and sustainable business growth.

2.1.3. Contribute to the sustainable development of the community where we operate based on corporate values and the business plan.

2.1.4. Manage the negative and positive impacts of the operations, considering the needs and expectations of the stakeholders to establish strategic objectives of social responsibility.

2.1.5. Protect the environment, including the prevention of pollution and the reduction of resource consumption by defining goals in the design and provisioning phases.

2.1.6. Reduce the environmental impact through ongoing emissions, reductions, and compensations management of greenhouse gases to maintain us as a carbon-neutral company.

2.1.7. Provide safe and healthy working conditions to prevent injuries and illness along the reduction and elimination of safety and occupational health risks and to seize opportunities.

2.1.8. Engage and consult with the concerned parties on health and safety issues and methods to ensure knowledge, assessment, and monitoring of workplace risks.

2.1.9. Guarantee the availability of information and resources to meet the energy goals.

2.1.10. Support the procurement of products and services and design activities with high energy efficiency standards that impact energy performance and its improvement.

2.1.11. Comply with other policies, processes, activities, or requirements defined at a global level within the company regarding environmental, energy, occupational health and safety at work, or social responsibility matters.

2.1.12. Continuously improve its management systems, including energy and environmental performance.

3. Review and communication

3.1.1. The policy and management system are reviewed periodically, communicated, and at interested parties' disposal to ascertain the current system's extent, effectiveness, and efficiency in achieving its goals, implementation, and integration at all company levels.

Referenced documents

Code	Name
N/A	N/A

Change history

Version	Change date	Change description	Requested by
3	10/28/2023	Updated policy from v2 to v3 and new format. Improved the purpose of the policy. The policy description is separated into three parts to describe the services, the commitments, and the policy's review, improvement, and communication. Added requirement 2.1.11 to include compliance with other organizational guidelines that must be followed at the local level. Removed the word integrated.	Environmental Local Committee

Disclosure

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