



QUALITY MANAGEMENT AND ENVIRONMENTAL POLICY

TIMBERCOM S.A. is a company based in Catarroja -Valencia- Spain. TIMBERCOM S.A. is a wholesaler of wood veneers, solid wood, jointed faces (lay-ons), overlaid boards, cut to size pieces and engineered wood products. Being aware of the obligations to fulfill all aspects related with the Quality Management System and Environmental Managing per the international standards ISO 9001 and ISO 14001, and reaffirming the Company's policy from its founding, TC declares for a general awareness of all its organization and for all the stakeholders related with its activity, the Company's General Policy for Quality Management and Environmental Management, which consists in the following terms:

1. To give our most professional and efficient service to our customers, implementing the top of the line technologies in our scope, to get a responsible, efficient and maximum quality product.
2. To inform and manage with maximum priority any type of incidence or complain from our customers or stakeholders, related with the realization of the contracted service ordered to **TIMBERCOM S.A.**
3. To involve with the best of our effort with each customer and project without creating wrong expectations that cannot be achieved giving our professional opinion every time.
4. To ensure compliance of all legal requirements and regulatory development in establishing all measures about protection of all matters of occupational risks, and compromise with the internal awareness campaign in all the company's segments and its personnel, in defending our environmental protection policy.
5. Leadership, improvement and efficiency based management in all levels of the company, respecting all the people involved and ensuring that nobody feels discriminated by any matter.
6. To improve the conciliation of working and family life and promote a continuous staff training by different programs available, entitling all the personnel to a higher qualification and labor skills.
7. To involve all levels of personnel in TIMBERCOM S.A. in a continuous process improvement, implementing the necessary tools to take advantage of the market opportunities, and avoid the effect of the risks within the organization, to achieve the efficiency of our Management System and our Environmental Policies.
8. To transform and implement the acquired knowledge into customers' added value solutions, anticipating future's requirements.
9. To focus and direct all our activities in the accomplishment of our customer's satisfaction by developing products of a maximum quality to enable them to compete in a global market.
10. To insist in the compliance of all parameters related with environmental care and pollution, minimizing all risks depending on the productive aspects of the Organization observed under the point of view of the product life-cycle, caring specially about the correct management of the waste generated in the processes, and about sustainable use of natural resources.
11. The Quality and Environmental Policy of the Organization is a right, a task and an obligation which involves, suppliers, customers and each and every member of TIMBERCOM S.A.

Catarroja, November 3rd, 2017.

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