

As management systems evolve towards the EFQM Service Model and the incorporation of Innovation and R&D, these have become essential values in our culture. With their help, we seek sustainable development by striking a balance between economic, social and environmental interests.

These management systems comply fully with the standards laid down in UE-EN ISO 9001, UNE-EN ISO 14001 and UNE 166002. We are convinced that they have been fundamental for improving our ways of working in all the areas we are active in, and that they have helped to position us nationally as a benchmark firm in the public works sector.

Cyes is consolidating its strategy by adopting the following management principles.

- Take Quality, the Environment and Innovation and R&D to be vital values and strategies for our business.
- Grasp the present and future needs of all our stakeholders and meet their requirements, both mandatory and implicit, as well as the other obligations to which we subscribe voluntarily.
- Give leadership to the organisation, creating and maintaining an in-house climate in which employees feel they are participants and they become committed to achieving the firm's objectives.
- Base decisions on objective analysis of the data and on appropriate information.
- Maintain mutually beneficial relations with suppliers and sub-contractors so as to foster their ability to create added value.
- Provide a frame of reference for setting up and revising objectives that will enable us to improve the efficiency of our management systems on a continuing basis. These objectives should also help us to reach the highest levels of

competitiveness and differentiation thanks to our actions and our Innovation and R&D.

- Fight pollution by giving priority to actions at the source that economise on resources, use products that are less contaminating, and banish or reduce waste, emissions and spills. When that is not totally possible, we will take action, ourselves or through outsourcing, to salvage our products by reuse and recycling, or to treat them so that they have less impact on the environment.
- Determine and assess opportunities for innovation. Foster creativity and the use of Innovation and R&D tools throughout our organisation.
- Select projects for our Innovation and R&D portfolio that respond to real needs, internal or external, and generate added competitiveness and know-how for the organization.
- Communicate and make clear this Policy to all **cyes** personnel, as well as to the people who are working under our name and on our behalf. Make the Policy available to the general public.

So as to ensure that this Policy remains in keeping with the organisation's goals, the Executive Management of **cyes** undertakes to review it regularly.

Honorio Ballester Ortega
CEO
Valencia, 2 August 2007