

## **B:SM INTEGRATED POLICY**

B:SM's mission is to contribute to the development of Barcelona and improve the quality of life of its citizens and visitors, by managing services commissioned by Barcelona City Council efficiently, flexibly and proactively and adding value in terms of social and economic sustainability.

B:SM considers the Integrated Management System (IMS) to be a tool with which to fulfil the mission or vision, which integrates social, environmental, ethical and good governance criteria in its processes, helping us to meet the defined objectives, which include:

1. The Quality Management System
2. The Environmental Management System
3. The Ethically and Socially Responsible Management System

Based on the following commitments:

- The company's integrative vision and the global vision of its work and processes focused on adding value to the city and citizens through active listening for continuous improvement.
- Consider the citizens'/customers' needs and expectations as priorities.
- Ensure equal opportunities, personal and professional respect and the development of the talent of the people who are part of the organisation.
- Ethical management of public resources, which means the effective and efficient management of resources in the running of its processes and work, enhancing synergies and ensuring effective communication within the company.
- Take care to optimise and make responsible use of resources, promoting continuous improvement in the environmental aspects of the services we provide for the protection of the environment, especially in terms of waste reduction, environmental efficiency, actions to minimise emissions and responsible energy consumption.
- Ensure socially and economically sustainable management
- Ensure commitment to the principles of transparency and accountability in management
- Define processes that are flexible, adaptable to changes in the workplace and with an innovative outlook, which allow the integration of technology with the people who work for the company, ensuring the highest quality of service.
- Guarantee the confidentiality of data and private information as well as ensuring compliance with the measures in place for the completeness, storage, checking and confidentiality of company documents.
- Ensure compliance with all legal requirements and regulations that apply as well as other requirements to which the organisation subscribes.

In order to fulfil these commitments, B:SM has set up an Integrated Management System using processes based on the model defined in the Rules UNE-EN ISO 9001, UNE-EN ISO 14001, SGE21.

With this aim, B:SM senior management has defined levels of command for those people responsible for the process and allocates to them the necessary resources to carry out their duties, and commits itself to adopting the necessary measures for this Policy, which is taken as a framework of reference, to be recognised and put into practice by all employees of the company and the associated groups concerned.

**Marta Labata Salvador**  
**Managing Director**  
**Barcelona de Serveis Municipals, SA**

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