

INALCO'S WARRANTY CERTIFICATE

INALCO's warranty policy is based on the concept of business excellence. It outlines the company's commitment to total quality in every single one of its processes, products and services, taking into account environmental protection, the prevention of occupational hazards, the health and safety of all its staff, and the different specifications of the countries where the company's goods are sold.

INALCO offers the following guarantees:

- All its products are manufactured in accordance with the legislation in force and specific regulations relating to the ceramic tile sector, ensuring environmental care and occupational health and safety.
- All the first-choice 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 the ceramic tiles.
- INALCO has a quality control system in place covering the whole of its production and product storage processes. Any fault or defect in the system is reviewed and amended.

ECOINALCO is INALCO's public commitment to the environment and to society. It encompasses all the human and technological resources aimed at preventing the negative impacts of its activities, in addition to constant reviews of processes and investment in order to ensure sustainable development in keeping with the company's principles.

INALCO has been awarded an Integrated Environmental Authorisation, aimed at the global prevention and reduction of pollution and the maintenance of an overall level of environmental protection.

INALCO's environmental policy can be summed up as follows:

1) The onsite reduction, re-use and recycling of waste materials, human resources planning, and the integration of environmental management in all walks of the company.

- All the waste materials produced during the manufacturing process are handled by authorized waste disposal companies.
- INALCO's porcelain tiles contain 40% to 50% recycled raw materials.

2) The optimized consumption of resources, establishing guidelines to this effect for each of the different manufacturing phases and for all the other company departments.

- Over the last five years, 60% savings have been made on the water consumed during the manufacturing process.
- All consumed water is treated and processed for re-use, thus reducing water consumption and ensuring zero liquid discharges.

3) The reduction of emissions. INALCO controls and filters all atmospheric emissions, and it fosters different strategies to reduce greenhouse gases in order to meet the objectives of the Kyoto Protocol.

- Investment in new technologies allows Inalco to boost its productivity, reducing the consumption of both energy and natural resources in the manufacturing of its products.
- INALCO uses natural gas as an energy source, because it is the least pollutant.

4) Technology and innovation. INALCO researches and innovates in the fields of new treatments, materials and manufacturing processes in order to develop products that cause less pollution, suitable for use in sustainable architecture.

Contribution to the obtainment of LEED points.

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

INALCO provides all the necessary technical, human and financial resources to guarantee the safety of its workers from potential occupational risks, as defined in the Spanish Occupational Health and Safety Act.

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

2. Spanish Act 31/1995 on Occupational Health and Safety