

INTEGRATED MANAGEMENT SYSTEMS POLICY

The main role and mission of our organisation is the fast, efficient and reliable delivery of Intellectual Property (IP) rights, while taking into consideration the need to promote further harmonization and convergence of practices within the European Union and with external partners, to increase quality, predictability, consistency, timeliness and accessibility to the Trade Mark and Design system.

At the Office, we want to excel in our services and for this we need to combine operational efficiency with advanced human resources capabilities, information technologies and physical workspace. This is why we commit to recognised international management standards in Quality (ISO 9001), Environment (EMAS Regulation), Occupational Health and Safety (OHSAS 18001), Information Security (ISO 27001) as well as Universal Accessibility (UNE 170001).

We make this commitment to ensure that we continue to deliver high quality products and services to our users, now and in the future. In order to meet our objectives, we want to be pro-active in the management of our activities, by assessing and responding to risks according to our Risk Management Framework, and by pursuing opportunities that can create additional value for our stakeholders, all this while making sure our activities remain sustainable.

The Office will implement the principles established in the all the aforementioned management systems, and focus in particular on:

COMPLIANCE WITH LEGAL REQUIREMENTS

- Complying with the applicable Intellectual Property, environmental, health and safety, accessibility, information security laws and regulations and with other requirements, including the DALCO¹ criteria for accessibility.

USER DRIVEN QUALITY & CONTINUAL IMPROVEMENT

- Continually improve the performance and effectiveness of our management systems by optimising internal processes and defining clear objectives to all the Office's management systems.
- Meeting and exceeding stakeholders and users' satisfaction by understanding their current and future needs.
- Giving more personalised services while seeking efficiency gains in operations.
- Making the Office's decision processes more transparent, integrating users into practices and empowering them.
- Helping to improve the quality of the IP rights both in the European Union and internationally
- Adding value for users and citizens whilst delivering our mission in a responsible and transparent manner.

PEOPLE ORIENTED ORGANISATION

- Giving employees the necessary training, skills and resources to meet our objectives.
- Developing a culture in which staff is empowered to develop, share and retain knowledge.

SECURITY OF INFORMATION

- Protecting the information assets and establishing the necessary objectives and responsibilities to guaranteeing its integrity, availability and confidentiality.
- Establishing, embedding and communicating the basic directives for safe treatment of information within the Office.
- Ensuring that all staff is aware and committed to follow the directives established for the safe management of information within the Office.

ENVIRONMENT

- Positively contribute to the social and environmental sustainable improvements, ensuring we operate in a way that cause as little negative impact on both as possible.
- Using the natural resources and raw materials in a more efficient way.
- Preventing pollution, incorporating environmental criteria corresponding to its scope and expanding this obligation to those undertaking which customarily work on its premises.

HEALTHY AND SAFE ENVIRONMENT ACCESSIBLE TO EVERYBODY

- Preventing injury and ill health by assessing how our operations impact on people, effectively mitigating any identified risk and ensuring that a culture of Health and Safety is embedded across the organisation.
- Operating in a way that is ethical, safe and environmentally responsible.
- Creating an accessible environment for all people, with or without disabilities².

In line with the Office's objective to become a sustainable organisation, this Integrated Policy will be revised on an annual basis to show its continuous evolution and to guarantee that it applies to all the areas it aims to cover.

¹ DALCO criteria: Ambulation, Apprehension, Location and Communication. Four parameters that sum up the tasks that people perform in their daily interaction with their environment. This, in practice, affects things like lifts, wide hallways, stairs, signage, information channels and more

² The accessibility standard UNE 170001 applies only to areas of the building accessible to the public, (both staff and visitors).