



# MANAGEMENT POLICY

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## **INTRODUCTION**

Plan B Group is a consulting firm based in the Canary Islands with more than 15 years of experience in the market. We are committed to **delivering high-value professional services** to public, private, and third sector organizations, **fostering their competitiveness and contributing to sustainable development.**

This commitment is reflected in our **Management Policy**, which outlines the main rules and standards governing our organization's operations.

## **SCOPE AND FIELD OF APPLICATION**

**This policy applies to all activities of Plan B Group**, regardless of their nature or location. We are committed to adhering to this management framework not only within our sphere of influence but also in relation to our team, clients, partners, and suppliers.

**We share a vision: transforming every environment to shape a more sustainable future.**

**Plan B Group Team**

***A different***  
**kind of**  
**consulting**



## COMMITTED TO CONTINUOUS IMPROVEMENT

At Plan B Group, we carry out our activities with a **focus on the continuous improvement of our processes**. We make this management policy available to stakeholders via our website, and we align with the following international standards and requirements to achieve our defined objectives.

We establish this  
Management Policy to guide  
**thinking, planning, and actions.**





# STANDARDS of Plan B Group

- 1** **Quality Management** (ISO 9001:2015)
- (ISO 27001:2023) **Information Security Management** **2**
- 3** **R&D&I Management** (UNE 166002:2021)
- (ISO 14001:2015) **Environmental Management** **4**
- 5** **Occupational Health and Safety Management** (ISO 45001:2018)
- (ISO 37301:2021) **Compliance Management** **6**
- 7** **Market, Opinion, and Social Research** (ISO 20252:2019)
- (ISO 22316:2020) **Organizational Resilience** **8**
- 9** **Project Management** (ISO 21502:2022)
- (UNE 12973:2020) **Value Management** **10**
- 11** **Knowledge Management** (ISO 30401:2021)
- (ISO 26000:2021) **Social Responsibility** **12**
- 13** **Diversity and Inclusion Management** (ISO 30415:2021)
- (ISO 53800:2024) **Gender equality and women's empowerment** **14**



**Quality  
Management**  
**(ISO 9001:2015)**

We are committed to **ensuring the satisfaction of our stakeholders by providing continuous training for our team**, setting clear objectives, and allocating the necessary resources to deliver our services in line with applicable management standards.

We integrate the requirements of this standard into our operational processes, **ensuring our team is regularly trained and informed**. We also establish clear objectives and keep our stakeholders aware of the importance of information security throughout the service delivery process.

**Information Security  
Management**  
**(ISO 27001:2023)**

We foster a mindset that embraces innovation, where every member of Plan B Group shares responsibility for driving its growth. This includes encouraging creativity, open communication, transparency, and collaboration, while also promoting constructive conflict to spark meaningful dialogue and embracing failure as part of the learning process.

**R&D&I  
Management**  
**(UNE 166002:2021)**

We stay constantly up to date to apply and promote compliance with environmental protection regulations —both current and upcoming— **within our organization and among our stakeholders**. We actively encourage responsible resource consumption and prioritize reduction as a key strategy to minimize environmental impact. To this end, we provide recommendations and offer alternatives to our stakeholders for their consideration.

**Environmental  
Management**  
**(ISO 14001:2015)**



**Occupational Health  
and Safety Management**  
**(ISO 45001:2018)**

We are committed to **providing safe and healthy working conditions for our team** to prevent health issues related to work activities and to support their physical and mental well-being. To achieve this, we ensure the necessary external resources are in place to integrate occupational risk prevention into company management and to comply with applicable legislation.

We are committed to **identifying and complying with both mandatory legal requirements and those we voluntarily adopt**. Compliance is embedded in our strategy, values, and ethical principles, and we promote a culture of transparency, ethics, and accountability.

**Compliance  
Management**  
**(ISO 37301:2021)**

We pledge to **act with integrity in all business and operational relationships**, firmly rejecting any form of corruption, bribery, or unfair practices. We foster a work environment where concerns can be raised with confidence by providing secure communication channels and ensuring that none of our stakeholders face any form of retaliation.

**Market, Opinion, and  
Social Research**  
**(ISO 20252:2019)**

We adopt this standard to **ensure quality, accuracy, and transparency** in conducting market and social research, promoting solid methodologies and reliable results that support strategic decision-making.

We work continuously to strengthen Plan B Group's ability to **analyze and adapt to a changing environment** so we can achieve our goals and thrive. We encourage proactive anticipation and response to both sudden and gradual changes in our internal and external contexts. **Enhancing resilience is a strategic organizational objective**.

**Organizational  
Resilience**  
**(ISO 22316:2020)**



**Project  
Management**  
**(ISO 21502:2022)**

We implement planned and systematic actions to give our stakeholders confidence that projects will achieve their agreed objectives and deliver expected benefits, all within a robust governance framework.

We are committed to **maximizing value in our projects and for our stakeholders** through four key drivers: a collaborative management style, the motivation of positive human dynamics, a balanced consideration of internal and external environments, and the application of proven methods and tools.

**Value  
Management**  
**(UNE 12973:2020)**

**Knowledge  
Management**  
**(ISO 30401:2021)**

We foster a culture of knowledge management to ensure its sustained application across our services, encouraging meaningful connections and activities. Our approach is supported by enablers such as human capital, processes, technology and infrastructure, strategy, and our organizational values.

We are committed to **analyzing both the positive and negative impacts of our activities**, with the goal of minimizing the negatives and maximizing the positives, thereby contributing to a **more sustainable development model**.

**Our decisions are guided by ethics and the belief** that any organization—regardless of its size or industry—can make a meaningful contribution to social, economic, and environmental improvement, as well as to the preservation of cultural heritage.

**Social  
Responsibility**  
**(ISO 26000:2021)**

As part of this commitment, **we publish an annual Communication on Progress report** to transparently share our achievements and ongoing challenges.



## Diversity and Inclusion Management (ISO 30415:2021)

We apply the principles of this standard to **create an inclusive environment where everyone feels valued and respected.**

We work to ensure that both our workplace and the projects we deliver incorporate **the principles of accessibility and inclusion**, addressing all forms of diversity—such as age, gender, race, ethnicity, religion, sexual orientation, disability, socioeconomic background, etc.

We are committed to **embedding diversity in talent management, decision-making, and stakeholder engagement** by implementing concrete measures that promote participation and inclusion.

Aligned with this standard, **we actively promote and implement gender equality and the empowerment of women.** Internally, we have measures in place to support work-life balance and to ensure equity in access to employment, training, professional development, and leadership opportunities.

Furthermore, **we maintain a strong commitment to social awareness.** That is why we strive to ensure that our principles are reflected in all activities and communications—paying special attention to the use of inclusive, stereotype-free language.

## Gender equality and women's empowerment (ISO 53800:2024)

## REVIEW AND UPDATE

This policy shall be reviewed every two years, or earlier if significant changes occur in the organizational management of Plan B Group.



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