



PECAL 2110



QUALITY, SAFETY AND ENVIRONMENTAL POLICY

FRIZONIA Refrigeración-Climatización, S.L. specializes in engineering development, supply and installation of air conditioning and refrigeration systems for application in the industrial, shipbuilding, offshore and defence sectors.

The main objective of our Management is to supply quality and competitive products and services in accordance with the contractual requirements of our clients, guaranteeing compliance with the legal and regulatory and other requirements applicable to the activity carried out by FRIZONIA in terms of quality, environment and health and safety at work UNE-EN ISO 9001, UNE-EN ISO 14001, ISO 45001 & PECAL 2110 in accordance with the current legislation.

Satisfy the needs of clients and stakeholders by maintaining the Integrated Management System through monitoring indicators and risk analysis of the identified processes, defining objectives, taking actions and providing adequate resources to ensure that the services provided are carried out with maximum efficiency, promoting a dynamic of continuous improvement.

FRIZONIA establishes the following principles as a guide and framework in developing its business: FRIZONIA's commitment to INDUSTRY 4.0 is clear and decisive, leading digital transformation work groups from the R + D + I Area

CUSTOMER COMMITMENT

- ✓ Meeting the needs and expectations of our customers
- ✓ Comply with applicable legal and regulatory requirements
- ✓ Providing the best price/quality relationship of our products and services
- ✓ Establishing professional relationships in a trust environment
- ✓ Meeting agreed deadlines
- ✓ Maintaining data privacy in the whole relationship and project
- ✓ Allow digital, agile, effective and reliable access to the information of the supplied product (CLIENT 4.0)
- ✓ Ensure proper management of market knowledge to offer cutting-edge and innovative products /services.
- ✓ **Provide the corresponding security clearance to be able to take part in the contracts/programs or projects in which classified information is to be handled**

COMMITMENT TO STAFF

- ✓ Promoting professional and personal development of our workers through training and awareness programs
- ✓ Encouraging our staff to increase their participation and collaboration for improvement of our integrated system
- ✓ Strengthen Internal Communications to provide information to all staff
- ✓ Improving working conditions in order to raise levels of safety, health and welfare workers
- ✓ Ensuring protection of health and safety of our staff with a permanent goal of reducing accidents and the risk level of our activity
- ✓ Promote the acquisition of new digital skills and competences (TALENT 4.0)
- ✓ **Train interested personnel in the concepts of protection of information, classification and its risks, to guarantee the security of that information and request the authorization of personnel who must access to the classified information**



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ENVIRONMENTAL COMMITMENT

- ✓ Promoting actions to avoid pollution
- ✓ Minimizing emissions to atmosphere
- ✓ Promoting Environmentally friendly actions: Reducing, Reusing and Recycling generated waste from our activities
- ✓ Proper Management of generated HTW (Hazardous and Toxic Waste) through authorized managers
- ✓ Using natural resources, raw materials and energy both efficiently and rationally
- ✓ Ensuring compliance with national and international applicable regulations to our field of action
- ✓ Innovating and adapting technological advances in our projects
- ✓ Encourage business digital transformation (COMMUNITY 4.0)
- ✓ Integrate sustainable development criteria in our activities that guarantee an adequate management of resources and protection of the environment.

COMPREHENSIVE RISK MANAGEMENT

- ✓ To provide a greater certainty and security in the achievement of the company's objectives to shareholders, customers, employees and other interested parties, through the anticipation, management and control of the risks of any nature to which Frizonia is exposed with a vision of the whole.
- ✓ Prevent internal and external attacks by implementing cyber-security measures in an integrated manner (CYBER-SECURITY)
- ✓ Eliminate hazards and reduce risks, especially those related to the health and safety at work.

For the purpose of implementing this comprehensive policy, FRIZONIA can rely on competent, involved and committed staff, and from Management, responsibility is assumed in order to have the necessary resources to achieve the scored objectives and goals.

Signed: Management

