

## Quality policy

The Management Team of **FISAIR, S.L.U.** has made a commitment to the development and rollout of a Quality Management System based on compliance with standard **UNE-EN ISO 9001:2008**.

The main objective behind setting up a Quality Management System is to guarantee the quality of our products and services (design, manufacture and commercialization of air-handling units) so they meet the needs of our clients, and enhance client satisfaction by complying with the requirements of the standard and current legal regulations.

The Management of FISAIR, S.L.U. makes the following commitments:

- **Ensure compliance with the demands of clients as regards the aim of increasing their levels of satisfaction.**
- **Ensure the suitability of working processes to the requirements of the reference standard (UNE-EN ISO 9001:2008).**
- **Ensure all personnel have the necessary resources at their disposal and receive any training required in order to be able to fulfil the needs of their post correctly.**
- **Ensure the implementation of the Quality Management System through regular reviews.**
- **Ensure the constant motivation of personnel.**
- **Monitor the adaptation of the established Quality Management System to the achievement of the goals.**
- **Ensure suppliers comply with quality standards.**

To this end, **FISAIR, S.L.** disposes of a Quality structure that makes it possible for the Management System to remain in force. Authority in the area of Quality must be respected by the organization in its entirety.

For the purposes of complying with Quality Policies, the Management holds the following responsibilities:

- **Foster the use of resources and constantly evaluate the suitability of these to the objectives of the company.**
- **Ensure people working in the company are aware of the importance of their activities for the development of processes and compliance with the Quality objectives.**
- **Promote feedback and communication between people, in pursuit of active participation in the constant improvement of the company.**
- **Monitor to ensure quality indicators stay within the limits for periods set by the Management of the company.**
- **Foster improvement actions in order to avoid client complaints, improve the effectiveness of the Quality Management System, and increase client satisfaction.**

The Management has made a commitment to reviewing Quality Policies on a regular basis in order to ensure they are always in line with the Quality Management System.

## Prevention Policy

The Company's Management, being aware that the prevention of Workplace Risks is as important as Production, is strengthening this service to the maximum, a service whose purpose is to improve working conditions and reduce the accident rate, providing the company with the necessary human and material means. Moreover, it considers it essential that the company's Risk Prevention policy be based on the following criteria:

- ***The human element is the foundation of the company, such that care is, for it, a constant concern.***
- ***Prevention of Workplace Risks is a responsibility shared by all workers.***
- ***Behaviour in the field of health and safety must be a course of action, even if it becomes important in the chain of command, must be a necessary feeling for all.***
- ***Prevention practices, set out within the general framework of Health and Safety, constitute an obligation of the workers', in their moral and human aspects.***
- ***Whether an accident occurs or not, it must not be considered a question of chance, but rather as the result of one or several safety failures.***
- ***The goal the company pursues, within the field of Prevention of Workplace Risks, is to activate and strengthen everybody's sense and spirit of safety, which without a doubt leads to optimising working conditions, which tends to achieve the fundamental goal of preserving the health and safety of its workers.***

For this reason, and complying with obligations the legislation imposes on the Prevention Plan, which is part of this document, we set ourselves a few specific goals for each year from the perspective of improving working conditions in each of the posts that this company has, all through the Prevention Management System.

The general goal we have set ourselves is:

***"To make our company a safe place for all"***

So we affirm that:

- ***The accident is preventable.*** Accidents that occur, do not happen unexpectedly, they are caused and they cause significant disruption.
- ***Accidents are caused by unsafe facilities and/or by unsafe acts carried out by the workers.***

Therefore, given that all work implicitly entails safety in their execution, it must be the managers who set, execute and supervise the work, since they are best placed to carry out appropriate prevention measures.

This, however, does not mean that only managers are responsible for the unsafe actions of their subordinates, but rather it is important that each worker should understand that responsibility for their own safety is part of the demands of their post.

For these purposes, the Company's Management is determined to enforce the safety rules with all the company's workers, since that brings benefits for everybody.

To move in the direction that these principles suggest, the Prevention Plan sets as goals carrying out a series of actions tending to eliminate or reduce the risks and to improve the working conditions in each of the posts within the company, which must be complied with by each of the company's workers where it affects them.

Therefore, we hope that this document will be for each worker, as it will be for us, a common working instrument that contributes to eliminating accidents and the humanisation of work.

***FISAIR, S.L.U.***