

QUALITY, ENVIRONMENTAL AND SAFETY POLICY

THE MANAGEMENT OF FAGOR ELECTRÓNICA CONSIDERS AND ACCEPTS that the management of quality, the environment and the safety of workers and assets is strategic to achieving the sustained and sustainable development of the company.

This is why we are committed to the integrated management, with the same level of importance, of the aforementioned aspects, with the establishment of a management system in accordance with the relevant standards, to ensure:

- The quality of our processes, products & services
- The environmental protection
- The health and safety of workers

This quality, environmental and safety policy is the result of reflection on the cooperative's strategic Objectives, it involves the entire staff and it is conducted by the Management



Miguel Angel Trojaola
Managing Director

Arrasate, 2 January 2018

CONDUCT

General principles:

1. **Customer orientation** to achieve their complete satisfaction, based on knowledge about their needs and expectations and meeting their requirements.
12. Identify and meet **the legal and regulation requirements** that affect us.
3. Commitment to **continuous improvement**.
4. Work on the basis of **objectives and results**, deploying and reviewing them to make them easier to understand and be taken on board by the entire workforce, to measure the effectiveness of the system and the progress made in continuous improvement.
5. **Share information, autonomy and teamwork** becoming more efficient, involved and motivated workers.
6. Develop conditions to promote a favourable attitude on the part of the workforce towards **innovation**.

Principles deriving from the quality management system:

7. Work on error **prevention**, applying the quality maxim: "do it right the first time".
8. Manage processes to achieve maximum efficiency, reducing waste and eliminating operations with no added value.

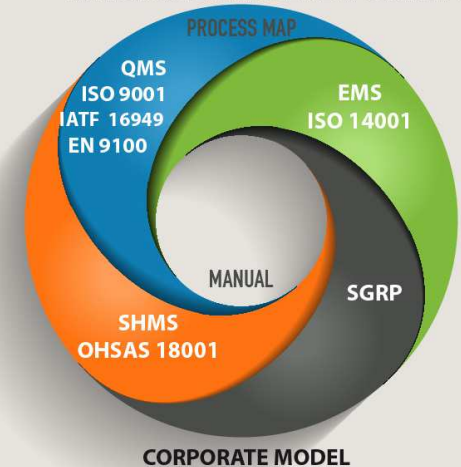
Principles deriving from the environmental management system:

9. Promote the **rational and efficient use of energy** and other natural resources (saving, recycling, re-use and ecological design).
10. Manage **spillages and waste and prevent contamination** to reduce the negative impact on the environment.

Principles deriving from the health and safety at work management system:

11. Prevent workplace risk associated with both workers and assets.
12. Improve working conditions and promote worker health.

INTEGRATED MANAGEMENT SYSTEM (IMS)



- **Defect-free products** which satisfy our customers' expectations.
- **Analysing** on a multi-disciplinary basis the root **causes** of the actual or potential problems.
- **Learning from the best practices** in the market.
- **Co-operating** with the stakeholders in our project (customers, suppliers and collaborators in general).
- **Using** the right **improvement tools**.
- **Taking advantage of the potential of the people** working at Fagor Electrónica.
- **Learning** from our errors and how it is done by the best.
- **Reduce** energy, water & paper **consumption**.
- **Re-use** natural resources insofar as possible (water, paper).
- Apply **ecodesign** criteria in the development of new products: minimum consumption and maximum recyclability.
- **Minimizing the generation of waste** and carrying out an adequate environmental management
- **Promote a preventive culture** that minimizes the risk of accidents
- **Support** a company culture that promotes **healthy habits**