

Integrated Management System Policy of Talleres Zitron, S.A., Zitron from this point forward, which activity is:

Design, manufacturing, assembly and commissioning of fans and complete ventilation systems. Design, manufacturing and technical assistance for the commissioning of capital goods for mining, public works and industrial plants such as: electric, electrohydraulic, pneumatic and diesel winches; pneumatic and electrohydraulic rocker shovels; drilling machines and complete boring systems; complete systems for loading and transport.

It is based on the following principles and compromises, within a sustainable, competitive, generator of wealth and respectful business development in all directions: social, environmental and economical; and framework for the establishment of general objectives in the different areas of management.

■ Management and Quality Commitments

COMPLIANCE WITH THE CLIENT – Carrying out works and services according to the needs and expectations that our clients have put in the Company, in order to generate loyalty and to ensure the continuity in the market, as well as to follow the law, the Quality Standard ISO 9001 and other applicable standards.

SECURITY OF THE INFORMATION – Protecting all the data we are holding and doing our best with the objective of ensuring data integrity.

■ Environmental Commitments

SUSTAINABLE MANAGEMENT – Being concern for and protecting the Environment, and also applying preventive measures in order to preserve the environment as an important fact for an accurate life quality, following the law where it is applicable, according to ISO 14001 or client specifications, making aware and training the personnel throughout the work life about the prevention of pollution, the application of good environmental practices, as well as the promotion of respectful behaviour with the Environment to our suppliers.

Minimize, reuse and properly manage the waste generated in our activity.

Looking for the maximum of efficiency in the productive programmes.

■ OH&S Commitments

Provide safe and healthy working conditions to our personnel, permanent and temporary and third parties.

Prevent work-related injury and ill health of company and partners personnel, by identifying hazards and controlling and removing safety and health risks.

Encourage an atmosphere of cohesion, consultation, participation and good working environment.

For that, we try to point our actions with the stakeholders, stabilizing a framework in order to fulfil information requests and collaboration, keeping a continuous and clear dialogue with each other:

- **CONTINUOUS IMPROVEMENT:** Considering the continuous improvement as a goal in the company actions, contributing in this way to achieve the needs and expectations of our Clients, Stakeholders, Personnel and Suppliers in our scope.
- **NON-CONFORMITIES PREVENTION:** Correcting the non-conformities that have taken place trying to put our best in the prevention to avoid the repetition.
- **COMPLIANCE WITH APPLICABLE LAW:** Obeying punctually the applicable law and other requirements subscribed by the company.



And concretely, analysing all the risk in order to minimize in our scope such impact and to take advantage of the opportunities allowed by the interested parties.

WITH OUR CLIENTS: Working in a team, with the common objective of achieving the complete satisfaction of the client by means of the strict compliance of agreed requirements.

WITH OUR WORKERS: Providing the adequate means in order to all workers are satisfied with their work and can identify and eliminate the barriers which prevent from improving the quality, as well as to develop the motivation and the training needed to get qualified personnel by means of having an accurate atmosphere and keeping the interest of the personnel and the stakeholders.

WITH OUR SUPPLIERS, COLLABORATORS AND PARTNERS: Collaborating with our suppliers, keeping in touch with them and helping in which is possible in order to deliver the product/service with the specific requirements.

THE COMPETITION: Having interest in knowing the competition and the application of innovations in the market.

ADMINISTRATION/SOCIETY: Openness and collaboration about the applicable law.

In order to achieve these principles and commitments continuously, the Management Team expects from Zitron personnel an active collaboration in the implementation.



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