



Quality and Environment Policy

In **Sanz Clima, S.L.** the compliance of the requirements, needs and expectations of our customers is a shared value that demands the highest quality levels in the activities and products and services we provide related to **HVAC systems in industrial vehicles and buses**, assuring the environment protection and minimizing the environmental impacts that could be generated.

The Direction of **Sanz Clima, S.L.** considers that the ideas of quality, environment and continuous improvement must be introduced in every activity of the Company, and therefore declares the following strategic goals:

- Be permanently leaders in the market
- Reach a Quality and Environment improvement through the leadership in all the areas in the Company, keeping in mind the analysis in the process results as a measure to be able to control the continuous improvement and pollution prevention.
- Achieve the complete customer satisfaction, providing the maximum conformity of the products requirements and reaching the contract requirements.
- Comply the legal requirements and applicable regulations to the products and services offered in all the activities of the company and other requirements that the company subscribes related with the environmental aspects.
- Commitment to plan our activities to ensure the pollution prevention, minimizing as far as possible the environmental impacts that our activity generates.
- Reach the maximum competence about the Quality and Environment in all our collaborators.

To achieve these premises, the Direction task is to lead and promote the implementation of the following actions by their commitment and support:

- Establish and maintain a Quality and Environment system, planned and developed together with the rest of functions of the Direction, and regularly verified to ensure its adequacy and effectiveness. Continuous improvement must be assured, achieving the customer's needs and reviewing and carrying out the legal and regulatory compliance about the products we sell.
- Make a structure of the organization according to the needs for the fulfilment of the marked objectives and goals, so that the individual efforts contribute to their achievement.
- Educate, aware and involve all staff in the management and development of implemented Quality and Environment system.

The management system is based on the standard UNE EN ISO 9001 and UNE EN ISO 14001 requirements, and is mandatory for all the Company organization.

The Direction of **Sanz Clima, S.L.** expressly delegates in the Head of Quality and Environment figure the authority and responsibility to assure the development, implementation, updating and supervision of the compliance of all the Integrated Management system and the necessity of taking into account our customers' requirements.

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