

CLIA SISTEMAS INTEGRATED MANAGEMENT SYSTEM POLICY

All CLIA policies, and in particular the integrated management system policy, must be in line with company's mission:

"It is CLIA's mission to locate and provide aeronautical and defense services and products to our customers achieving their maximum satisfaction, by supplying top quality services and products at the best price and with the greatest possible agility, respecting the environment and complying with all legal requirements arising from our activity".

1.- Quality and Environmental Framework.

CLIA's integrated management system policy is oriented in six directions:

- 1.1.- **Towards our customers:** understand their current and future needs to provide quality services and supplies that meet their expectations with personalized and honest attention within the framework of current legislation.
- 1.2.- **Towards the represented companies:** defend their interests according to the commitments subscribed through practices that guarantee the full satisfaction of clients and maximize their benefits.
- 1.3.- **Towards the shareholders:** defend our shareholders' interests through an efficient business management that allows adequate returns on investment and long-term stability to the company
- 1.4.- **Towards employees:** to put into practice corporate policies that provide the necessary motivation and allow the correct performance of their work and their professional development. Encourage teamwork.
- 1.5.- **Towards the environment:** to provide services respecting and protecting the environment, by preventing pollution, reducing and minimizing the use of raw materials, reuse of products and recycling of waste generated during the activities of CLIA SISTEMAS SL.
- 1.6.- **Towards legal compliance and other requirements:** analyzing the context of our activities in order to comply with legal and other requirements.

2.- Responsibility

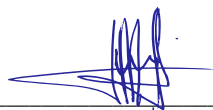
- 2.1.- **Commitment of the personnel:** all personnel from CLIA is responsible, within their functions and attributions, for the faithful fulfillment of all the norms and procedures established in the integrated management system. Quality and environmental management can only be understood with the commitment of personnel at all levels.
- 2.2.- **Management Responsibility:** General Management delegates the responsibility of ensuring the quality and respect for the environment of the services provided and the products supplied in the organization to the Quality Assurance Manager, who assumes as the main commitment to provide the methods, procedures and work systems that guarantee:
 - a) the quality of the product.
 - b) respect for the environment.
 - c) agile, efficient and effective management.
 - d) Customer satisfaction.

3.- Activities affected.

3.1.- Quality assurance and environment respect affect to all the business processes and includes all the activities that make up the life cycle of both the product and the service provided. These guidelines are developed in the documented information of CLIA SISTEMAS.

4.- Dissemination of quality and environment.

- 4.1.- **Distribution of documented information of the system:** Quality Manual, Specifications, Standards and Procedures of quality and environment.
- 4.2.- **Training and continuous awareness** of all company personnel in the knowledge, understanding, acceptance and explanation of the system, which provides an adequate work environment with positive influence on the motivation of the personnel.
- 4.3.- **Dissemination** at all levels of the evolution of the indexes and parameters that measure the effectiveness of the integrated management system and base decision making on the analysis of facts, evidence and data to provide greater objectivity and confidence in decision making.
- 4.4.- **Continuous improvement**, each Department Manager is responsible for the continuous improvement of the integrated management system in their areas, allowing us to achieve the success of the company.



Director General de CLIA

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