

STATEMENT ¹

Since its inception, **QATRO** has sought to establish itself as a leader in its business areas (engineering and technical consultancy, training, testing, operation & maintenance, supervision and commissioning of electrical and instrumentation & control processes installations (I&C) for every kind of industrial plants, offering and carrying out all the services with the maximum possible effectiveness and efficiency, the highest level of health and safety for all its workers and those in its surroundings, the maximum guarantees of management, technical and documentation quality, and the utmost respect for the environment, by providing their own human and technical resources within its reach needed to achieve the above

Through its management system, **QATRO**'s management acquires a firm commitment to meet the requirements applicable to the service it provides to the interested parties (client, society, administration, ...), in terms of prevention of occupational hazards, in terms of guarantee of quality and in terms of protection and conservation of the environment, and so on providing the profitability needed for controlled growth, sustainable development and natural economic profit

This commitment by **QATRO**'s management is based on the following points:

► The involvement, motivation, awareness and commitment of the management in the continuous improvement of **QATRO** through its four *distinguishing* elements of action (...what is the "way" of doing things ... **QATRO**'s management **QATRO** ...):

- **Integration:** *Permanent contracts + career plans + formal regulation of LR (CITs + APCs + PITs) + reconciling personal and family life with work + incentives (economical, temporary and special kind)...*
- **Teamwork:** *Among every QATRO's workers and within every client: into every site / area + with another sites / areas*
- **Training:** *As much internal (through regulated access to database + training room) as from external (courses, ...)...*
- **Continual improvement:** *The QATRO's general manager saying... "Never let your guard down!" ... with all that implies ...*

; in short, the pursuit of excellence in all **QATRO** activities

► Involvement, motivation, awareness and commitment of all staff in the continuous improvement of **QATRO** through its four basic *principles* of action (... "how" doing things ... every **QATRO**'s worker ...):

- **Quality at work:** *Giving "added value" in every task ...*
- **Quality in the client relationship:** *They "need me", I'm "indispensable", they "wish me", ...*
- **Technical in depth analysis:** *I understand everything that I do ...*
- **Innovation skill:** *Be up-to-date, permanently improving my work ...*

; in short, the pursuit of excellence in all **QATRO** worker's activities

► Editing and ongoing review of management documentation (internal and prevention-related – quality – environment) as well as the technical documentation (electricity and I&C) necessary to ensure compliance with legal regulatory and client-specific requirements and any other requirement that **QATRO** agrees in the future

► Development and maintenance of a team effort, with emphasis on increasing **QATRO**'s know-how through each of its workers, as well as increasing its competitiveness through continuous improvement

► Establishment of training programmes (internal and external) that allow **QATRO** to have a highly qualified technical staff to perform the activities and responsibilities they are assigned, and the maximum job stability, by means of personalized career plans

► Analysis and identification of actions aimed at eliminating hazards and reducing risks

► Establishment, monitoring and review of the objectives and targets set as a result of **QATRO**'s Policy

► Dissemination of **QATRO**'s Policy to all persons working for or on behalf of **QATRO** and to other interested parties

QATRO's CEO recognises that, in order to achieve this commitment, the participation and contribution of all **QATRO** staff is essential, raising their awareness regarding excellence in service provision, the satisfaction of our interested parties, the depth of their knowledge and understanding, their creative ability, the efficiency and continuous improvement of the management system and the achievement of the proposed objectives and targets, and so is releasing this Policy from **QATRO** through internal publication, external presentation and by making it available to anyone who requests it

At A Coruña, on October 4th, 2021



Signed.: Jesús Casas Raposo
QATRO Chief Executive Officer