



QUALITY AND ENVIRONMENTAL POLICY

The quality and environmental policy of PAP TECNOS is to offer valid long-term solutions capable of meeting the needs and expectations of its customers while protecting the environment, in the following activities:

- **ISO 9001:2015/ISO 14001:2015 Scope:** Design, development, installation and maintenance of computer applications, and production, installation and after-sales service of electronic and electromechanical equipment.
- **PECAL 2110.Ed4 Scope:** Production, installation and after-sales service of electronic and electromechanical equipment for the Defence Sector.

Basic lines of action :

- Understanding our customers' current and future needs and expectations
- Compliance with the established requirements, including legal and regulatory requirements.
- Commitment and guarantee of a job well done.
- The standardisation and modularity of the solutions offered
- Technological updating with the aim of offering competitive solutions.
- Customer service and customer loyalty.
- Continuous improvement of the organisation, mainly through the continuous improvement in the efficiency of processes.
- Continuous improvement in the quality of the products and services provided.
- Environmental protection, including pollution prevention and the fight against climate change.
- Continuous improvement of the management system focused on improving our environmental performance (including waste reduction and consumption minimisation).

All these directives can only be achieved through people, that is why people are the most important thing for PAP TECNOS. In this respect, everyone at PAP TECNOS is committed to the following values:

- Training and continuous development
- Honesty, both with customers and with the people at PAP TECNOS.

Approved CEO:

Moisés Amshalem

Date:

04/11/2024