



## QUALITY POLICY

HELITECNICA, as an organization dedicated to:

- Design and development of projects for the construction of heliports.
- Supply of materials and equipment for the construction of heliports.

Is committed to comply with the quality policy developed in this section, whose objective is the development and improvement of its Management System, acquiring a commitment to the requirements and needs of our customers, without accepting any commitment that may affect the quality of our products and services.

This commitment is specified in this “Quality Policy” based mainly on the following guidelines:

1. Establish, develop and maintain in force

- A Quality Management System that meets the requirements of the UNE-EN ISO 9001 standard, which reflects the needs and expectations of our customers and stakeholders.

2. Ensure compliance with stakeholder expectations

- The partners generate certain expectations about the behavior of the Company. Commercial department acts as the primary manager of customer relations.
- Maintain an attitude of trust and cooperation with administrators being scrupulous regarding legal and regulatory obligations, with the intention of participating and contributing to the improvement of the society of which we are a part of.
- Link a commitment to the nearby social environment, creating close links between the company and the community.

3. Compliance with current legal regulations

- Apply and comply with applicable legal regulations in the performance of our activity.
- Maintain the Management System implemented, based on the ISO 9001 standard, as well as update the manuals, procedures, instructions and records.

Conduct periodic internal audits of the Management System, evidencing its correct adequacy.

#### 4. Establishment of objectives, goals and programs

- Provide the necessary resources to achieve the established quality objectives.
- Carry out periodic monitoring of these, through the indicators proposed for this purpose, so as to ensure continuous improvement.

#### 5. Customer satisfaction

- Continuously understand the needs and expectations of our clients, with the sole aim of increasing their satisfaction with our activities and services.
- Respond to possible complaints that may arise from the performance of the activity, as a way to solve customer dissatisfaction.
- Raise awareness among staff about the importance of knowing the needs of customers, to bring improvements that will achieve their satisfaction.

#### 6. Relationship with suppliers and/or subcontractors

- Conduct a continuous selection and evaluation of our suppliers and subcontractors, ensuring we can offer the best service to our customers.

#### 7. Staff participation

- To offer a fair and respectful treatment of workers' rights, complying with the applicable labor legislation.
- Continuously train all personnel involved in our activities, through the implementation of training and qualification plans, which improve their suitability to new technologies and systems, evaluating the effectiveness of these actions.
- Motivate the detection of opportunities for improvement, which avoid the appearance of deviations in the development of the activity.
- Encourage consultation, participation and active involvement of staff in the management and achievement of the Management System's objectives.

#### 8. Protection of the health and integrity of personnel

- Comply with the legal regulations applicable to the prevention of occupational risks.
- Integrate prevention of occupational risks, with the rest of activities of the organization.
- Enhance staff participation in the development of preventive activities.
- Evaluate the risks to which the workers are exposed, derived from the performance of the activity, in order to adopt the corresponding preventive measures and thus eliminate, or in their absence, to minimize the risks.
- Investigate situations that could have a negative effect on workers' health, identifying the causes and adopting the necessary measures aimed at avoiding their repetition.
- Promoting the necessary preventive practices among external personnel operating under our name.

#### 9. Respect for the environment

- The only possible bet is sustainable development, such as the ability to meet present needs, without compromising the capacity of the needs of future generations.

The Managements of HELITECNICA undertakes to review and modify, as appropriate, this corporate policy on a regular basis, ensuring that all the sections above remain in form, that its content is consistent with the objectives of the Company, as well as with the expectations and needs of our clients.