

# SECURITY, QUALITY AND ENVIRONMENTAL POLICY

The security, 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/ISO 14001 Scope:** Production, installation, and after-sales service of electronic and electromechanical equipment.
- **PECAL 2110 Scope:** Production, installation and after-sales service of electronic and electromechanical equipment for the Defence Sector.
- **RD311 e ISO 27001 Scope:** Production, installation, and maintenance of electronic and electromechanical systems. Cybersecurity services.

## Basic lines of action :

- Ensure the security of the information in the information systems of PAP TECNOS, as well as in the information systems that support the services provided by PAP TECNOS to its clients.
- 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.
- Maintaining a smooth communication both internally, among the different levels of the company, and with clients
- Evaluating and ensuring the technical competence of the staff, as well as ensuring their proper motivation for participation in the continuous improvement of our processes.
- Ensuring the correct condition of the facilities and the appropriate equipment, in such a way that they correspond to the activity, objectives, and goals of the company.
- Continuous improvement of the organisation, mainly through the continuous improvement in the efficiency of processes.
- Establish objectives and goals focused on performance evaluation in terms of quality, information security, and the environment.
- Continuous improvement of information security, quality of 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
- Ethic, both with customers and with the people at PAP TECNOS.