



# QUALITY SAFETY AND ENVIRONMENT POLICY

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Technology Direction

## QUALITY SAFETY AND ENVIRONMENT POLICY STATEMENT OF TECNALIA.

On the basis of our mission and values to achieve it, the principles of the Integrated Management Policy of Quality, Safety and Environment of TECNALIA has been established and reviewed.

### Appropriate to the mission and vision

The Mission of TECNALIA is "We transform technology into GDP", this means that we transform technology into GDP to improve people's quality of life by generating business opportunities for companies.



### Integrated system

An integrated System is maintained in the areas of quality, environment and occupational safety. This system complies with the requirements of the standards UNE-EN ISO 9001, UNE-EN 9100, ISO/IEC 17020 and ISO/IEC 17025 (quality), UNE-EN ISO 14001 (environment) and OHSAS 18001 (Occupational Health and Safety Management).

### Policy based on the following principles:

- Empathize with our customers**  
 We seek continuously to the satisfaction and success of our customers, identifying and developing business opportunities, technologies, intelligent solutions and services for the improvement of the competitiveness of the business fabric primarily Basque, from which we develop our own international positioning.
- Enthusiastic and committed people**  
 Enthusiastic and committed people sharing TECNALIA mission and vision in a participatory organization which develops talent, promotes new leaderships as well as personal and professional growth, while forging new types of relationships and sustainable employment.
- Active collaboration**  
 We construct an active collaborative culture, supporting each other, both internal and external of the Organization, focused on the promotion of cross-cutting instruments that facilitate the

creation of functional and technological synergies, critical mass and work teams to respond quickly to changes in the environment and maximize the value we give to the customer.

- **Honesty and integrity**

We don't do business at any price. We want to do business in a fair and legal way. TECNALIA does not tolerate unethical or corrupt behavior in employees or business partners and takes appropriate measures to avoid them.

- **We learn from mistakes**

We want to learn from our mistakes. An important requirement for this is to accept them. Also it is expected from us to communicate errors and inappropriate behavior that we observe in the Foundation

- **Continuous improvement**

We anticipate and plan our growth in value and profitability in line with the economic environment evolution setting for this objectives, goals and programs of action.

- **Passion for technology**

We want to be recognized for our excellence and technological specialization through value betting for companies and their orchestration, and connectivity in the Basque Network of Science, Technology and Innovation, while we are connected to the main networks of knowledge.

- **Economic and social impact**

The motto "TECNALIA, Inspiring Business" means to be able to imagine, using new ideas that can generate value and that help customers and society to manage a better future. We anticipate future challenges to view, identify and implement technological, imaginative and creative solutions providing added value and producing real results.

- **Success and excellence**

We carry out the entrusted tasks with great willpower, motivation and team spirit. We assume responsibility for our own actions and work with dedication and efficiency with a culture of excellence. This work is the best example of our innovative spirit and excellence applied to an operating model where the cooperation is possible due to cross-cutting equipment, projects and customers

- **Social and global responsibility**

TECNALIA is committed to achieve and to have recognition in society, and therefore must accept responsibility. This is necessary to ensure a sustained long-term success.

- **Occupational safety and health**

We ensure safe and fair working conditions. We guarantee the hygiene and safety in the workplace. To do this, we observed as minimum standard the applicable local and national regulations. We create work conditions able to motivate, stimulate, and develop professionally. We want to set our work environment so that it is possible to reconcile the profession with the family and private life.

- **Resources**

We also recognize our responsibility for a reasonable use of resources and therefore we act accordingly both in the employment of human resources and the heritage of the Foundation.

- **Environmental responsibility**

We are committed to sustainable development. We investigate to overcome the challenges of humanity by participating and being actively involved in initiatives and projects:

  - To improve the quality of life.
  - To reduce the digital divide.
  - To protect the environment and reducing the impact of climate change.
  
- **We protect our property and our heritage. We value our assets**

We protect our property and the heritage in defense of our common interests. We value the own R&D and make an integrated management of the lifecycle of the innovative technology assets in order to maximize its impact on society and to increase the return of their commercialization.
  
- **Transparency**

We apply a policy of transparency and cooperation in the relations with our customers, government, management bodies of certification and standardization, and third parties involved in our activity.
  
- **Fair competition and compliance with the law**

We comply with all rigorous the legal and regulatory requirements and other requirements that apply to our processes, facilities, in terms of quality, safety and environment.
  
- **Confidentiality and security of information**

We treat confidentially all secret commercial information and do not give it out without permission. In the same way, we respect trade secrets of competitors, business partners and customers. Information managed in TECNALIA is an important and necessary asset within the business processes and must be adequately protected. We perform the Information Security Management through policies, standards, procedures and technical instructions that establish the framework of security.
  
- **Management responsibility**

We assume as a responsibility of company management to lead the continuous improvement of our Organization and of our integrated management system.
  
- **Impartiality and independence**

We maintain a strict criterion of impartiality and independence in the execution of our activities, especially those relating to the realization of calibrations, inspections and tests.
  
- **Communication**

We assign the necessary resources and means to raise awareness and train staff, and to establish the appropriate processes of communication and information for the creation of the company's culture. We inform all staff about the policy, objectives and commitments using established channels of communication.

### **Communication and Review of the Policy**

This policy is communicated within TECNALIA and to all interested parties and it is reviewed annually for a continuing suitability by the General Management of TECNALIA.

Signed:

*Mr. D. Iñaki Oñate De La Presa*

Technology Director