

5.2 Quality, Environmental, Occupational Health & Safety, and Business Continuity Policy

Top Management of ISOPIPE S.A. has developed the Quality, Environmental, Occupational Health & Safety (OH&S), and Business Continuity Policy, according to which the company's daily operations are carried out, ensuring quality, environmental protection, occupational health and safety, as well as business continuity. The company considers it its obligation to provide its customers with products that fully meet their requirements and expectations, as well as the standards under which it operates.

The Quality, Environmental, OH&S, and Business Continuity Policy is also issued as a separate document, communicated, and implemented by all employees of ISOPIPE S.A., and is as follows:

ISOPIPE S.A. is a manufacturer of thermal insulation products made from synthetic expanded elastomeric insulating material, with extensive activity and many years of experience in the field. The company is staffed with experienced technical personnel who have been providing their services in this sector for many years.

The strategic objective of ISOPIPE S.A. is to distinguish itself within the highly competitive market in which it operates by providing competitive products and services of high quality that ensure complete customer satisfaction, while continuously improving its products and services and safeguarding business continuity.

Our company has undertaken significant projects in the field of trading and manufacturing thermal insulation products made from synthetic expanded elastomeric insulating material. Its goal is to expand its product range through continuous research and innovation, increase sales, and potentially expand its operations, while ensuring uninterrupted operation in the event of disruptions.

To achieve the above objectives, ISOPIPE S.A. has established an Integrated Management System for Quality, Environment, Occupational Health & Safety, and Business Continuity, covering all company operations and designed according to the following guidelines:

- To provide the foundation for better organization and operation of ISOPIPE S.A. and to fully comply with the requirements of the standards:
 - ELOT EN ISO 9001:2015
 - ELOT EN ISO 14001:2015
 - ELOT EN ISO 45001:2018
 - ELOT EN ISO 22301:2019

○ ELOT EN ISO 5001:2018

- To improve quality and reduce the cost of services provided to customers.
- To ensure customer satisfaction by providing services that meet their requirements, needs, and expectations.
- To ensure consistency in the characteristics of the provided products and services.
- To ensure optimal utilization of the company's human resources, equipment, and expertise.
- Every product of ISOPIPE S.A. must unquestionably represent top quality within its market sector.
- All personnel of ISOPIPE S.A. must understand that:

“Quality means absolute conformity with specifications and procedures, and its cost is an expense that allows no errors.”

Properly designed, systematic, and fully documented control methods must form an integral part of our processes.

- All personnel are committed to complying with legislation concerning products, company activities, and business continuity.
- All personnel are committed to maintaining and continuously improving the integrated management system for quality, environment, occupational health & safety, and business continuity.
- Management of ISOPIPE S.A. is committed to providing the necessary resources for the effective and efficient operation of the integrated management system.
- Management and personnel work with dedication toward achieving the established objectives related to quality, environment, occupational health & safety, and business continuity.
- To identify environmental aspects arising from company activities, determine those with significant environmental impacts, and take all necessary preventive measures.
- To properly manage waste generated by company operations.
- To ensure rational use of natural and energy resources.
- To promote and emphasize the concepts of “Safety First” and “Zero Accidents” as central principles of the company's safety culture at all organizational levels.
- To identify potential threats and impacts on business activities and take measures to manage these risks.
- To develop, implement, and maintain business continuity plans and procedures, ensuring the company's ability to effectively respond to incidents disrupting operations.
- To train personnel regarding business continuity procedures and ensure all employees are familiar with their roles and responsibilities during disruptions.
- To conduct regular testing and reviews of business continuity plans to improve their effectiveness.
- To ensure compliance with applicable legislation, standards, and regulations concerning business continuity.

Within this framework, Management is committed to:

- Supporting the implementation of the Integrated Management System for Quality, Environment, Occupational Health & Safety, and Business Continuity, which shall be reviewed and improved whenever necessary to ensure:
 - Quality of services provided by ISOPIPE S.A.
 - Improvement of environmental performance
 - Protection of employee health and safety
 - The company's ability to continue its operations without interruption
- Providing the required resources for the implementation and continual improvement of the Integrated Management System.
- Meeting compliance obligations and implementing all applicable legislation, standards, and regulations related to certification scope and business continuity.
- Protecting the environment and taking measures to prevent pollution.
- Reducing and, where possible, eliminating occupational health and safety risks.
- Reducing and managing risks threatening the company's business continuity.
- Training personnel.
- Incorporating statistical control techniques.
- Consulting with employees.
- Monitoring established indicators and objectives in order to identify errors promptly and minimize associated losses.

To achieve its Policy and Strategy, ISOPIPE S.A. has established the following objectives:

- Continuous focus on customer service to meet customer requirements and expectations.
- Continuous improvement based on measurable results.
- Offering new machinery to customers.
- Continuous training of human resources.
- Continuous infrastructure improvement through the development and maintenance of excellent technological and communication infrastructure.
- Ensuring business continuity of the company's critical functions in the event of disruptions.
- Developing and maintaining effective incident response plans.

The Integrated Management System is implemented by all personnel of ISOPIPE S.A. and all partners associated with the certification scope.