



QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY

At ELNUR, SA, as a manufacturer of domestic electric heating and hot water appliances, and also supplier of air-conditioning equipment in general, we work focused on satisfying our customers and other third interested parties' expectations and needs, in a coherent manner, as well as guaranteeing the adequate environment protection in all our processes; both are basic principles to achieve the sustainable success of our organization.

Therefore, ELNUR, S.A. management board, leads and promotes throughout the whole organization, the commitment to maintain a continuous process quality and environmental performance improvement, all these through several strategic principles:

- Establish and maintain, effective and efficient **Quality Management and Environmental Management systems**, based on the requirements of **ISO 9001:2015** and **ISO 14001:2015** standards.
- Involve all the company's employees, in the improvement of the efficiency of the management systems.
- Establish and maintain an approach to our processes, implementing systematic performance measurements, which will provide the necessary information for the decision-making about them; as well as the evaluation and actions required to face the risks associated with our processes.
- Promote the pollution prevention and the environmental impact reduction on our processes, through an efficient use of all resources.
- Strictly comply with the regulations and legal requirements applicable to our facilities, processes and products; as well as advance in the voluntary implementation of other requirements that lead us to become more efficient, competitive and that will improve our environmental performance.
- Communicate the Quality and Environmental Management Policy to all employees and keep it available to relevant stakeholders.

These principles of our quality and environmental management policy constitute the framework for establishing and reviewing our quality and environmental objects and goals.

A handwritten signature in blue ink, appearing to read "Alberto Fernández".

Fdo. Alberto Fernández
Director-Gerente
09-Mar-2017