

Ayesa Quality Management, Environmental Management and Occupational Health & Safety Management Policy

Ayesa strives to build a more efficient and fairer world by seamlessly combining cutting-edge engineering and technology. It offers engineering, consulting, information technology and outsourcing services across multiple lines of business and industries, as well as design, back and front office outsourcing, installation and support services for technology and digital services.

Our drive to ensure customer satisfaction, offer excellence in terms of our projects and services, and protect the environment, in addition to our commitment to provide safe and healthy working conditions in order to prevent injury and ill health, are at the heart of everything we do at Ayesa. As such, the company has an integrated management system in place which complies with ISO 9001, ISO 14001 and ISO 45001.

At Ayesa, we are committed to pursuing continual improvement in order to offer solutions which fully meet the needs of our clients and all relevant stakeholders. This continual improvement applies not just to the projects we undertake and the services we provide, but also to our unique way of doing things, which is constantly evolving and being reviewed. This reflects our firm belief that a good management system sets a company up for success.

As such, Ayesa's top management undertakes to:

- Promote, steer, develop, implement and keep in place the company's integrated management system, which is designed to ensure the continual improvement of its processes at all levels.
- Establish objectives and targets relating to the processes and performance of the integrated management system, be transparent in everything they do relating to these and do everything possible to ensure they are met internally and externally.
- Identify the requirements and needs of the company's clients and stakeholders, carefully studying these and putting forward the best overall solution in each case, anticipating and providing quick solutions to their problems, and handling any complaints received from them.
- Comply with applicable laws and regulations, in addition to any other codes the company is bound by and the rules of its integrated management system.
- Foster amongst staff a sense of responsibility in terms of the customer service offered, the quality of their work, protecting the environment and protecting the health and safety of individuals, within the scope of the management systems. As part of this, they undertake to raise awareness in this regard, ensure equal treatment, provide staff with the appropriate information and training for their career development, and motivate them in order to enhance their performance as well as that of the management systems.
- Systematically reduce waste by encouraging recycling and reuse. To do this, they undertake to provide the necessary equipment, information and training.
- Monitor energy consumption and improve energy performance by focusing on the efficient use of energy.
- Ensure occupational health and safety is part of the company's management strategy, basing this on the requirements contained in its occupational health and safety plan, with the aim of making OHS something each and every member of staff at Ayesa is responsible for.

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- Plan the necessary occupational health and safety actions in order to provide safe and healthy working conditions, with the aim of preventing work-related injury and ill health, eliminating hazards and minimising OHS risks.
- Encourage the consultation and participation of workers in matters relating to occupational health and safety.
- Encourage vertical and horizontal communication in both directions.
- Foster and facilitate the sharing of knowledge by providing all those belonging to the company with tools and resources such as Alejandría, lessons learnt, webinars, etc.
- Foster and drive innovation, new ideas and new working methods amongst employees of Ayesa.
- Provide the means necessary for making companies Ayesa works with (suppliers and subcontractors) fully aware of this policy and ensuring they accept it.
- Share this policy, the occupational health and safety plan, the code of ethics and all other relevant documents relating to the management systems with the company's stakeholders, in addition to taking steps to ensure these are complied with.
- Oversee the implementation of this policy and ensure it is rigorously complied with, protecting Ayesa's image and that of its stakeholders, in accordance with its corporate code of ethics.
- Provide the tools, and technical and human resources necessary for achieving the above.

By way of this policy, Ayesa aims to become more competitive, gain the trust of its clients and ensure the satisfaction of its employees based on the quality of the work carried out, protect the environment, and promote and protect the physical and mental health of its workers.

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Nicolás Raul Costáble
Managing Director Corporate Services