

The Management of **HISPACOLD** has established and implemented a Quality Management System, based on the requirements of the **UNE-EN-ISO 9001**: “Quality Management Systems” standard, and the requirements of the **IRIS**: “International Railway Industry Standard” standard, for the following activities:

Design, Manufacture, Assembly and After-Sales Service of Air Conditioning Equipment for passenger transport.

The Quality Management System aims to **satisfy HISPACOLD’s customers, thanks to compliance with the established requirements**. In order to do so, the Quality Management System establishes the following as general objectives:



A. Continuous improvement of the effectiveness of the Quality Management System and the organization of HISPACOLD.



B. Compliance with the requirements agreed with our customers, with reference to the specifications of the manufactured equipment and the agreed delivery deadlines, in order to meet their needs and expectations.



C. Compliance with the legal standards and regulatory requirements that apply to our activities and to the equipment that we manufacture.

In order to achieve these general objectives, and to ensure that this policy will be suitable for the purpose and context of our organization, the **Management of HISPACOLD** is responsible for guaranteeing the following organizational requirements within the company:



• Obtaining our customers’ trust in terms of reliability, prevention of faults, technical capability, diligence and safety when carrying out our processes.



• Being flexible enough to adapt to our customers’ requirements and expectations within a dynamic, competitive and ever-changing environment; taking advantage of technological advances to make our processes safer and more efficient.



• Having staff with sufficient training and motivation, and thus successfully improving processes and their orientation towards the satisfaction of customers, and the staff themselves.

The Quality and Environment Director is also responsible for ensuring that this Policy is available at all times, so it can be reviewed by interested parties and the public whenever they ask.

As a result of all this, we believe our policy provides a frame of reference for the establishment and review of the general objectives, which are deployed alongside the specific objectives of each department, at all levels of the organization.



Roberto Recuerda

Management