

REFRACTARIOS ALFRAN, a company that produces, distributes and installs refractory and passive protection products, has developed this policy as a basis for quality assurance in its activities, and is aware of the environmental impact associated with them and the occupational risk they involve. The company is committed to the prevention of pollution and occupational risks, integrating the environmental protection and the protection of its workers and those working on its behalf, in the development of its general management. Similarly, ALFRAN maintains a high standard in terms of human rights, which has an impact on social and labour improvements in its area of influence.

REFRACTARIOS ALFRAN has as a priority objective, to achieve the maximum quality in its products and services, to satisfy the needs and expectations of its customers. The scope of the Management System focusses on the activities of design, manufacture, supply, demolition, application, maintenance of refractory products, shaped and unshaped, dense and insulating in industrial plants; design, manufacture, supply and installation of passive fire protection systems and design and installation of scaffolding.

In this sense, the Management has not hesitated to provide all the technical, human and economic resources that guarantee the fulfillment of this objective: The Quality Guarantee.

The establishment of process control mechanisms, systems for detecting non-conformities, continuous staff training, the development of the capacity of self-criticism, continuous improvement based on the analysis of historical data, the quality of products and services offered in response to customer requirements, continuous concern for the environment and compliance with safety standards in facilities and products, and definitely, the reliability of our teamwork is the basis for achieving the objectives:

- Zero defects
- Zero mistakes
- High standards in environmental management
- High level of transparency and business ethics

To ensure the prevention of pollution and risks in the working environment, ALFRAN's management is committed to:

- Comply with the legal and/or regulatory requirements applicable to it, the requirements of international reference standards, as well as other requirements to which the organization subscribes; improve continuously the effectiveness of the defined environmental management system, acting specifically on those aspects related to environmental management, health and safety, and social performance.
- Identify and evaluate the environmental impact of our activities and promote from the planning the recycling and reuse of systems and materials.
- Reduce, as far as possible, waste, make rational use of natural and energy resources and use environmentally friendly products.
- Train the members of the organization, promoting a sense of responsibility in their actions with the environment.
- Document the procedures that allow the definition and review of the objectives and environmental and safety targets consistent with this Policy, as well as establish indicators to monitor social performance.

- Develop, design, work and maintain facilities and processes to be safe, and thus minimize risk.
- Define, implement and maintain procedures to ensure safe practices.
- Review health and safety results including accident and incident reports, accident rates, training reports and audits.
- Establish the necessary mechanisms to avoid situations that are illegal or ethically incompatible with the ALFRAN's Codes of Conduct and international principles concerning Child Labour, Forced or Compulsory Labour, Freedom of Association and the Right to Collective Bargaining, Discrimination, Disciplinary Measures, Working Hours and Remuneration at work.
- To encourage and involve employees in risk prevention issues, in the implementation of a standard, in the fulfilment of established safety standards by ensuring the participation and information of all workers and workers' representatives, as well as their right to be consulted to achieve continuous improvement of the management system.
- Commitment to provide safe and healthy working conditions for the prevention of work-related injuries and health deterioration that eliminate hazards and reducing risks.
- Investigate and register all incidents that occur at work, as well as human and labour rights incidents taking appropriate action to prevent them from happening again.
- Watch over and adopt all necessary measures for the protection and health of all its workers.

The Company Management ensures that this policy is understood, implemented, and updated at all levels of the organization through proper training actions and the permanent support of the Committee for Quality, Environment and Health and Safety at Work.



Signed: Managing Director

Date: 29/06/2021