

INTEGRATED POLICY ON QUALITY, ENVIRONMENT, AND OCCUPATIONAL HEALTH AND SAFETY

1. Introduction

At **ONIZEA** (Tecnotramit Technologies, S.L.), we are committed to the quality of our services, environmental protection, and occupational health and safety. Our integrated policy aligns with the requirements of the current ISO 9001, ISO 14001, and ISO 45001 standards, ensuring a customer-focused, sustainable, and safe approach in our operations.

2. Scope

This policy applies to all employees, teams, and processes at **ONIZEA** involved in IT consulting and ICT services provided by the organization. Our commitment to quality and improvement, environmental protection, and worker health and safety encompasses all areas of the company, from consulting and software development to customer support.

3. Principles of Quality, Environment, and Occupational Health and Safety

Our policy is based on the following principles:

- 1. Quality and Customer Satisfaction:** We are committed to delivering high-quality services that meet and exceed our customers' expectations through a continuous improvement approach. We define clear and measurable quality standards and criteria for each phase of our processes and conduct regular monitoring using relevant metrics and KPIs.
- 2. Process-Based Approach:** We adopt a systematic approach to managing our processes, identifying, understanding, and overseeing their interrelations.
- 3. Evidence-Based Decision-Making:** We base our decisions on data and objective analysis to ensure the effectiveness and efficiency of our processes and services.
- 4. Use of the Best Available Technologies:** We recognize the importance of agility in IT service development and delivery. We will integrate Agile methodology principles and practices into our processes to quickly adapt to market changes and meet evolving customer needs.
- 5. Contribution to Sustainable Development:** We are committed to contributing to sustainable development, supporting the UN SDGs, and working towards a fairer and more sustainable future for all.
- 6. Environmental Protection:** We implement responsible practices to minimize our environmental impact, optimize resource use, and prevent pollution.

7. **Occupational Health and Safety:** We ensure a safe and healthy work environment, preventing injuries, health deterioration, and occupational diseases.
8. **Hazard and Risk Identification and Assessment:** We identify and assess workplace health and safety risks and take measures to eliminate hazards and effectively reduce risks.
9. **Regulatory Compliance:** We comply with all legal and other applicable requirements related to our operations.
10. **Participation and Consultation:** We encourage active participation from our employees and stakeholders in managing quality, environmental protection, and occupational health and safety.
11. **Continuous Improvement:** We continuously evaluate and improve our processes and management systems to enhance efficiency and organizational performance.

4. Responsibilities

All **ONIZEA** employees are responsible for complying with this policy and contributing to the improvement of our management systems. Management will provide the necessary resources for its effective implementation.

5. Review and Update

This policy will be periodically reviewed to ensure its effectiveness and relevance to regulatory and organizational changes.

6. Approval

This Integrated Policy has been approved by **ONIZEA** management and is effective from the date of publication.

Management,

Barcelona, April 10, 2025