



INTEGRATED QUALITY, ENVIRONMENTAL AND OCCUPATIONAL HEALTH AND SAFETY POLICY

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INTEGRATED QUALITY, ENVIRONMENTAL AND OCCUPATIONAL HEALTH AND SAFETY POLICY

1. INTRODUCTION

At Onizea (Onizea Tech, S.L.) we are committed to the quality of our services, environmental protection and health and safety at work. Our integrated policy is aligned with the requirements of the current ISO 9001, ISO 14001 and ISO 45001 standards, ensuring a customer-focused, sustainable and safe approach to our operations.

2. SCOPE

This policy applies to all Onizea staff, teams and processes involved in the IT consultancy and ICT services provided by the organisation.

Our commitment to quality and continuous improvement, environmental protection, and the health and safety of our staff extend to all areas of the company, from consultancy and software development through to customer support.

3. PRINCIPLES OF QUALITY, ENVIRONMENT AND HEALTH AND SAFETY AT WORK

Our Integrated Policy is based on the following principles:

1. **Quality and customer satisfaction:** We are committed to providing high-quality services that meet and exceed our customers' expectations through an approach based on continuous improvement. To this end, we define clear and measurable quality standards and criteria for each stage of our processes and carry out regular monitoring using relevant metrics and KPIs.
2. **Process-based approach:** We adopt a systematic approach to managing our processes, identifying, understanding and managing the interrelationships between them.
3. **Evidence-based decision-making:** We base our decisions on objective data and analysis to ensure the effectiveness and efficiency of our processes and services.
4. **Use of the best available technologies:** We acknowledge the importance of agility in the development and delivery of information technology services. We will integrate the principles and practices of Agile methodologies into our processes to adapt quickly to market changes and meet the evolving needs of our clients.
5. **Contributing to sustainable development:** We are committed to contributing to sustainable development, supporting the SDGs and working towards a fairer and more sustainable future for all.
6. **Environmental protection:** We implement responsible practices to minimise our environmental impact, optimising the use of resources and preventing pollution.
7. **Health and safety at work:** We ensure a safe and healthy working environment, preventing injuries, declining health and occupational illnesses.

8. **Identification and assessment of hazards and risks:** We identify and assess health and safety risks in the workplace and take measures to eliminate hazards and reduce risks effectively.
9. **Regulatory compliance:** We comply with all legal and other requirements and applicable to our operations
10. **Participation and consultation:** We encourage the active participation of our employees and stakeholders in quality management, environmental management and occupational health and safety.
11. **Continuous improvement:** We continuously assess and improve our processes and management systems to enhance efficiency and organizational performance.

4. RESPONSIBILITIES

It is responsibility of all Onizea employees to comply with this policy and contributing to improvement of our management systems. Management will provide the necessary resources to ensure its effective implementation.

5. REVIEW AND UPDATE

This policy will be reviewed periodically to ensure its effectiveness and alignment with regulatory and organisational changes.

6. APPROVAL

This Integrated Policy has been approved by Onizea's Executive Board and will come into full effect since the date of its publication.