

SAPA

QUALITY POLICY

The Management of SAPA OPERACIONES S.L. establishes the following Quality Policy, which will help us reach our objective of continuously growing our operations by creating new products and services based on innovation for our clients, while also opening up new markets.

1. Customer Satisfaction

SAPA is focused on satisfying both its external and internal customers by providing products and services of the highest quality and reliability. SAPA must understand the current and future needs of its customers, providing competitive designs, products and services, in terms of time, cost and performance, that meet the requirements and expectations of its customers and the market, including environmental and climatic change requirements.

2. Meeting requirements

SAPA is committed to achieving and maintaining an effective Quality Management System in accordance with the requirements of standards UNE-EN ISO 9001: 2015 and PECAL 2110 standard: V.4, / AQAP 2110: V.4, as well as all applicable legal and regulatory requirements, including environmental and climatic change requirements.

With this commitment, its suppliers are also part of its commitment to quality, so that they constitute another element in the customer service chain, based on the principle of working together to pursue common interests.

3. Leadership by SAPA's Management

Management is personally in charge of Quality, ensuring the availability of the necessary resources and creating an internal environment in which the Quality Management System can operate effectively, quality objectives are established and reviewed, and staff are fully engaged in quality and achieving the organization's quality objectives.

4. Staff engagement and accountability

People are the foundation of SAPA's organization and having them be fully engaged and developed makes it possible to take full advantage of their capabilities. Since SAPA cannot micromanage everything, everyone in the organization must bear responsibility for the tasks that directly affect them, to achieve customer satisfaction, with the full support of Management.

5. Excellence and Continuous improvement

Excellence and Continuous improvement of the effectiveness of the Quality Management System and the performance of its activities is a permanent objective for SAPA. This improvement will be implemented through the results of audits, analysis of data and indicators, corrective and preventive actions, and management reviews.

We will work to reduce non-conformities, with the consequent improvement in productivity and profitability that this entails. This means that each employee must improve their own work, that the company's processes must be agile, efficient and economic, and that actions and programs must be put in place that are aimed at prevention rather than correction.

Management will ensure that this Policy is communicated and understood within the organization, and periodically reviewed to ensure it remains relevant to the organization's purpose and to its customers' needs and expectations.

Delegation of Authority

To ensure application of this policy and as a commitment to the company's customers, SAPA's Management will support the Quality Management Department with its Authority to the full extent of the mission entrusted to it, acting as the Management Representative for all quality related issues.

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FRAME OF REFERENCE

Covered by PECAL 211O standard certificate 2006/10/97/01 issued by the Ministry of Defense:

- Design, manufacture, maintenance of mechanical and electrical assemblies/sub-assemblies for ground vehicles and anti-aircraft artillery systems for the defense sector.
- Maintenance of auxiliary aeronautical equipment for ground and on-board support.
- Supply of the above systems and their spare parts.

Covered by the ISO 9001 - ES07/3935 certificate issued by SGS ICS Ibérica, S.A.:

- Design, manufacture, reconditioning and supply of spare parts for mechanical and electrical transmission systems.
- Design, manufacture, reconditioning and supply of spare parts for on-board electrical and electronic systems in vehicles.
- Design, manufacture, refurbishment and supply of spare parts for defense products.
- Reconditioning and supply of spares for aerospace ground support assemblies and on-board ancillary equipment.

LEGAL AND REGULATORY REQUIREMENTS APPLICABLE TO THE ORGANIZATION

- QMS certification according to PECAL 211O standard
- Company registration with the General Directorate for Armament and Material (DGAM)
- Defense Regulations
- Occupational Risk Prevention
- Environmental legislation
- Tax legislation
- Labor legislation
- The Spanish Personal Data Protection Act [Ley Orgánica de Protección de Datos de Carácter Personal]

In Andoain, on September 17th, 2024



Mr. Iñigo García-Eizaga
General Manager