

## DELTACOMGROUP

Is a company dedicated to purchase, sale and repair of electronic and telecommunications equipment, located at Avenida de la Fuente Nueva 12, naves 5. 7. 9 and 11; 28703 SAN SEBASTIAN DE LOS REYES (MADRID). We strive to reduce the cost of our clients' operations by extending the life of their network infrastructure equipment. In this way, we collaborate with our clients to reduce their investments in network assets. We are committed to providing timely and cost-effective products and services while continually seeking ways to improve our processes. We strive to meet all standards and requirements set by the ISO 9001 quality specifications, 150 14001 environmental specifications and 150 45001 occupational Health and safety specifications.

**DELTACOMGROUP has measurement parameters that will be reviewed to improve the Integrated Management System.**

We are committed to:

- Provide safe and healthy working conditions to prevent injuries and health deterioration, appropriate to the purpose, size, context, nature of the risks and opportunities of OSH.
- Life, physical integrity and health of the workers are rights whose protection must be a constant of daily work for all those who work at MITCH DELTACOMMUNICATIONS SPAIN SLU and especially for those who, at one level or another and in one or another job position, exercise command functions.
- Because we consider people to be the most important asset of our company, this Management wants to establish a preventive policy that it goes towards an integrated and participative prevention model.
- Based on the principle that all accidents, incidents and occupational diseases can and should be avoided, this company is committed to achieve a high health and safety level in the workplace, not only complying with current legislation, but also carrying out actions that increase the level of protection of workers marked by the law if it is necessary. This commitment will be clearly expressed and will be one of the essential points marked in the company's SGI policy (i e.: eliminate hazards, reduce risks, etc.).
- The line of command will assume and improve the integration of safety in the production process, establishing as a basic principle that the best productivity is achieved with the greatest safety, since it must not be forgotten that the conservation of material and human resources is a fundamental element in reducing costs.
- In order to promote a safe conduct in our activities, workers will receive all the existing information on the risks inherent to their work, as well as the necessary training on the means and measures to be taken for their correct prevention.
- Likewise, the participation of all workers in matters related to the prevention of risks at work will be promoted, since they are the ones who know in greater depth the details of the tasks they carry out and, therefore, are the most indicated to provide ideas on the safest way (consultation and participation of workers/representatives), promoting good labor relations.
- To achieve effective implementation of SGI policy, the necessary resources will be allocated and their use properly planned. Responsibilities and roles will be defined and assigned.
- The Occupational Risk Prevention Plan will be developed, implemented, and maintained.
- Finally, it is the firm commitment of this company to integrate prevention into the organizational structure of the company, to ensure that prevention is not alien to the organization, thus seeking more than mere compliance with certain documentary requirements.
- Environment protection:
- Minimize energy consumption and natural resources, as well as greenhouse gases (GHG).
- Minimize waste management and recycling.
- Promotion of sustainable and responsible consumption.
- Carrying out and promoting sustainable and efficient purchases.
- Following the philosophy and applying the principles of Circular Economy, we will always take into account some significant environmental aspects and set targets for reducing.
- Compliance with legal requirements and other requirements that we subscribe related to our environmental aspects, our customer requirements, and our safety and health policy at work.
- Maintain awareness of customer satisfaction among all employees.

- Planning to achieve the Mission by providing resources and training in each area to all employees; establishing a professional development program in relation to recruitment management, professional development and training.
- Maintain and continuously improve an Integrated Management System.
- Review of the Integrated Management System as part of normal business operations.
- Management through established systems makes sure that the customer's requirements are understood and met.

The organization's procedures are documented and these documents are an integral part of the Integrated Management System planning to meet customer requirements and DELTACOMGROUP's Integrated Management System improvement objectives.

Changes to the primary process descriptions are made in accordance with the documented change.  
Our employees have good working conditions and human rights: salary, working hours, exchange of information and participation in working conditions.

We guarantee compliance with the human rights of external stakeholders.

### **We prohibit and we are against:**

- Child and forced labor that could occur in any subcontracted activity or outside our country.
- Discrimination based on race, color, age, gender, ethnicity, sexual orientation, religion, ethics, political orientation or affiliation.
- Harassment of any person

### **This policy:**

- It is maintained as documented information, through this document.
- It communicates within the organization, by being posted in teams, on notice boards, and at the annual awareness talks.
- It is available to interested parties through its publication in our website.
- It is reviewed, at least annually, in the Integrated Management System Reviews, and this fact is recorded in the report.
- It provides a reference framework for the establishment of the SGI's objectives, in particular the following ones have been set for the year 2022:

1. Achieve 95% Minimum Compliance for 100% of customers in repair center (**quality target**)
2. Improve average laboratory productivity by 5% compared to 2021 (productivity/technician/day, weekly average of 3.78) (**quality target**)
3. Be able to respond to customer needs immediately, improving the response time and delivery time in sales of material from our stock by 20% (unit) (**quality target**)
4. Improving the psychosocial burden of employees (Implement at least 80% of preventive measures) (**LRP target, labor and human rights**)
5. That 25% of suppliers have ISO 14001 or signed supplier commitment and contracts (**environmental target**)
6. Reduce water consumption by 1% compared to the average of the last 3 years (M3/number of employees) (**environmental target**)
7. Reduce the consumption of chemicals by 1% compared to the average of the last 3 years (liters/turnover) (**environmental target**)
8. Improve internal training of employees (> 5 hours training/employee) (**quality, environmental and PRL target**)



Antonio Peinado Abril  
CEO  
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