

# INTEGRATED MANAGEMENT POLICY

## (Quality, Environment, Safety and Social Responsibility)

HFA understands Quality, Environment and Social Responsibility as the fundamental means to ensure fulfillment of its interested parties, systematization and improvement of its practices, the relationship with its suppliers, the preservation of the environment and the promotion of a safe and healthy working environment for its employees.

In that sense, HFA makes the following commitments:

- Ensure the improvement of its services through periodical review of its goals, processes and practices.
- Ensure compliance with the requirements of norms IATF16949 and ISO9001 as well as the directive 94/9/CE – ATEX/IECEX;
- Ensure the satisfaction of its customers, employees and other significant interested parties, identifying and responding to their needs, concerns and expectations.;
- Minimize the impacts in the social, environmental and economic environments, resulting of its activity, through monitoring of the Social Responsibility indicators defined towards its most significant aspects, like reduction of natural resources intake, pollution prevention and an effective waste management;
- Meet the customer's specific requirements (csr's), including access to customer's web portals, as well as legal and statutory requirements applicable to its activity;
- Ensure the adequate work conditions to its employees, identifying and minimizing the risks associated with the developed activities;
- Ensure the proper training of its employees to obtain the desired product/service Quality,
- Communicate with the interested parties the commitments and principals defined by the organization and involve them in the respect and fulfillment thereof.

*In Manual do Sistema de Gestão Integrado - OD.143.A*



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