

## RICARDO & BARBOSA

### QUALITY AND ENVIRONMENT POLICY

Faced with an increasingly demanding and competitive market, RICARDO & BARBOSA, Lda. decided to implement and maintain a Management System, based on the NP EN ISO 9001:2015, EN9100:2018 and NP EN ISO 14001:2015 standards, with this Management System having the objective of:

- Offer the market a continuous improvement **in the quality of our products;**
- Promote **Customer Satisfaction** by providing quality products and services, in a timely manner, complying with the **customers' requirements, legal requirements and applicable standards.**
- Promote and ensure the continuous improvement of the Management System, encouraging accountability, teamwork, and employee participation.
- Promote and ensure the Zero Defects Program - "Doing it right at the first time"
- Respect the Environment and Employees, **complying with all applicable environmental legislation and regulations:** Controlling its gaseous emissions; eliminating all GHG-containing refrigeration equipment fluids; Using REACH compliant products (...);
- **Concern for the Environment** through the analysis of the **product's Life Cycle**, directly and indirectly influencing their choices, as well as those of their stakeholders, privileging the 3 Rs of development through **reduction, reuse and recycling.** Thinking of productive processes with reduced environmental impact - through the reduction of energy consumption, water consumption, prolonging the useful life of equipment; Selection of efficient means of transport with a significant reduction in CO<sub>2</sub> emissions.
- Adequate management of **industrial waste**, reducing the ecological footprint through the treatment of hazardous waste, by specialized entities.

All employees have the obligation and duty to ensure compliance with this Quality and Environment Policy, with the support of Top Management and the commitment of all to complying with it being essential.

S. Pedro da Cova, 20th of May 2021



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Tânia Estêvão  
(Management System  
Manager)



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Maria João Barbosa  
(General Manager)