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QUALITY POLICY

The KOOLAIR Group Quality Policy has always been aimed at achieving one objective: Customer Satisfaction. Even in these unstable times of a global economic crisis, achieving this objective will facilitate many other unquestionable goals, such as stability, profitability, sustainable employment and chances for personal development of the Group's staff.

As a result of the new context of the organization, recently acquired by the Systemair Group, the company has the opportunity to take advantage of the different synergies that this has generated, maintaining autonomy and the ability to promote and promote its own brand and strategy within the sector.

The ideal virtual product and service would be one which is produced instantaneously and tailored to the Customer in response to their demands.

The final product or service that the Client receives is a distillation of all the knowledge, processes and services that exist in the KOOLAIR Group. As such, we are all involved in providing the Customer with a product and service that has Quality in every department: finishing, functionality, packaging, price and delivery time. Consequently, the Management is committed to meeting not just the customer's needs but the legal and regulatory requirements applicable to the product, the needs of the organisation itself and to taking the necessary actions related to their execution.

The Koolair Group intends to consolidate itself as leader in the national market and expand its presence in foreign markets. To achieve this, we have placed value on a combination of all the knowledge, experience and services that exist in the organisation, which implies being faithful to the values that characterise our organisation at all levels: Family tradition, commitment to Respect, Tolerance, Illusion, Commitment, Reliability and Honesty.

Our Technical and Commercial Directors are in charge of identifying and communicating the needs and expectations of our Customers, with regards our services and products, to the Group's Companies. Everyone else must focus their activities accordingly so as to address these needs and expectations, and improve levels of satisfaction.

The Senior Management of the KOOLAIR Group assumes the responsibility of defining, implementing, maintaining, reviewing and continuously adapting a Quality Policy that allows this objective to be achieved. To this end, it has established, applied and, when necessary, will review a Quality Management System for all the products and services of the two Companies.

The Quality Policy is defined by this Senior Management, but must be embraced by the different levels of management in the three Companies so that it can be understood by all personnel and, once understood, be implemented throughout the Group.

Communication, motivation and satisfaction on the part of the staff along with the active participation of everyone in the organisation must be the engine that drives us towards continuous improvement.

The Senior Management is committed to ensuring that the System is established, implemented and maintained. A review will therefore be performed at defined intervals (generally on an annual basis) that are sufficiently frequent to ensure the Quality Policy and its objectives are adequate to meet the requirements of ISO 9001:2015 when applied to the activities of design, development and manufacture of air handling equipment, regulation, ventilation, diffusion, and fire safety (smoke and fire) equipment in the field of air conditioning.

Signed: José Tomás Susarte Torrijos
GRUPO KOOLAIR MANAGING DIRECTOR