

# ANOVO

## POLICIES

Version 5.0

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## CONTROL SHEET

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TITL

POLICY

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VERSION	DATE	APPROVED BY	REVIEWED BY	DRAFTED BY
5.0	20.04.2020	J.RAMIREZ	J.PARDO	J. PARDO

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## 5.2. Policy

The Management of A-NOVO COMLINK and all its personnel, in the desire to guarantee the provision of service and the quality of its products, and also being aware of the importance of the Environment and Health and Safety at Work, while guaranteeing the Security of the Information processed in activities regarding:

- After-sales service for manufacturers and operators of IT equipment: laptops, desktops, monitors, GPS, video game consoles, LCD and Plasma TVs.
- After-sales service for manufacturers and operators of video communication equipment: Digital decoders for DTR and DVDR.
- After-sales service for manufacturers and operators of infrastructure and network products: Modems, Routers, Hubs and wireless products.
- After-sales service for manufacturers and operators of telecommunications equipment: Mobile telephone systems, GSM/3G, TDMA, UMTS, 4G.
- In addition to activities related to logistics services, maintenance, repair and reconditioning of any type of product or device for Manufacturers, Operators and Distribution Chains.

This document sets out its QUALITY, ENVIRONMENTAL MANAGEMENT, HEALTH AND SAFETY AND INFORMATION SECURITY POLICY.

The management of A-NOVO COMLINK has an Integrated Management System, which covers the requirements of the Quality (ISO 9001), Environment (ISO 14001), Health and Safety at Work (ISO 45001) and Information Security (ISO/IEC 27001) standards.

All the efforts made share the common goal of helping A-NOVO COMLINK to be the preferred after-sales service provider in its sector, both locally and internationally.



We accept our responsibilities and seek continuous improvement. For that reason, we include in the development of our activities a commitment to comply with legal and regulatory requirements, in addition to those established by our clients, or any other requirements to which the organisation subscribes.

We have set ourselves the primary objective of improving the positioning of A-NOVO COMLINK through the quality of the service provided to our clients, the security of the information we handle, and the promotion of a healthy working environment.

Our customers must be aware of this attitude, and to that end, we are committed to:

- The dissemination of this policy and monitor compliance with it.
- The continuous improvement of the organisation's management by establishing a system of indicators and targets, conducting audits and taking action.
- The improvement of all processes, both direct and indirect.
- The improvement of Customer Service Skills and Attitudes.
- The enhancement of professionalism and the perfection of the services provided.
- Achieving the recognition by our clients that we are a team capable of deserving their trust.
- The implementation of appropriate environmental management, minimising any type of impact on the environment, with a clear commitment to pollution prevention and sustainability.
- The promotion and encouragement of health and well-being at work, developing and implementing the necessary measures to protect the health and safety of all workers.
- The development of efficient communication processes that include the consultation and participation of workers at all levels, either directly or through the available representative bodies (workers' representatives, prevention delegates and/or health and safety committees).



- The promotion, maintenance and improvement of information security aimed at guaranteeing the confidentiality, integrity and availability of the information we handle, both our own and that of our clients.

In order to achieve the established objectives, the active participation of everyone is essential, and this situation will be encouraged by the management.

J. RAMIREZ

INDUSTRIAL DIRECTOR

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