



Quality-Health-Safety-Environmental Policy

NRF is leading European manufacturer and distributor of heat exchange products for the automotive, industrial, railway and naval sectors.

NRF is actively adopting and developing a QHSE Management System. It enables the organization to continuously improve the overall performance and focus on providing customers with products of consistent quality.

The QHSE Policy is relevant to 3 sites:

- NRF Thermal Engineering Spain (Granada-Spain)
- NRF Thermal Engineering B.V. (Mill – The Netherlands)
- NRF Thermal Engineering Poland (Gdansk – Poland)

NRF's policy with regard to quality, working conditions, safety and environmental aspects (QHSE) is aimed at:

- Meeting the needs, expectations and committed compliance obligation of customers and other stakeholders,
- Complying with applicable laws and regulations,
- Continuous improvement of the QHSE management system, increasing satisfaction of interested parties and an environmental performance
- Ensuring a healthy working environment for all employees;
- The prevention of accidents, absenteeism and personal injury;
- The prevention of environmental pollution, the prevention of waste of raw materials, the limitation of waste, the prevention of nuisance for residents;
- Achieving the defined goals in the areas of quality, safety, health and the environment;
- Compliance with the standards ISO9001, EN15085 and ISO14001;

The management is responsible for the effective implementation of the policy and is committed unconditionally to promote QHSE awareness within the entire organization. The spearhead of the policy is the application of the Plan - Do - Check - Act improvement cycle to all processes and to NRF's QHSE management system, whereby performance is measured, reported and evaluated by means of performance indicators.

NRF's QHSE management system provides the organization with a structured system in which critical agreements, procedures and guidelines are included that guarantee good operational management. An important part concerns the methodology that is prescribed for registering and investigating complaints, deviations and incidents and taking measures to prevent recurrence.

Based on its duty of care as an employer, NRF advocates a preventive policy with regard to the possible influence of alcohol, drugs and/or medication during the work. NRF actively works against discrimination, physical or verbal violence, and sexual harassment.

All employees are responsible for adhering to the rules and guidelines that they are notified of upon entry into service and on any recurring basis. All employees are authorized to act in unsafe situations and unsafe actions. Employees are obliged to immediately report safety incidents to their supervisor. Employees are also expected to make a positive contribution to the further improvement of NRF's QHSE management system.

NRF has appointed the Manager QSE Manager to ensure the maintenance, communication and continuous improvement of the QHSE management system.

By communicating the policy statement and continuously disseminating it, evaluating it periodically and by structurally raising policy aspects during management consultations, NRF trusts to build and maintain sustainable and pleasant relationships with employees and other stakeholders.

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