

QUALITY, SAFETY AND ENVIRONMENT POLICY

PREAMBLE

Boilte is a dynamic and innovative company specializing in the design and manufacture of high-efficiency heat generators for residential, commercial, and industrial applications. Our team of dedicated professionals operates from modern facilities, committed to delivering excellence in every product we bring to market.

We believe that true quality is not just about meeting specifications—it is about consistently exceeding the expectations of those who trust our equipment to provide safety, comfort, and reliability. This belief drives our integrated management system, which has been developed in alignment with internationally recognized standards.

SECTION 1. OUR COMMITMENT TO QUALITY

Quality at Boilte is not the responsibility of a single department—it is the responsibility of every employee. We are committed to:

1.1. Customer Satisfaction

Understanding and fulfilling the requirements of our customers is the foundation of our quality culture. We strive to deliver products and services that not only meet but exceed expectations. Your satisfaction is our metric of success.

1.2. Continuous Improvement

We systematically evaluate and enhance our processes, products, and services. Every task is an opportunity to improve. We never settle for "good enough."

1.3. Risk-Based Thinking

We identify and address risks and opportunities that could affect the conformity of our products and the satisfaction of our customers. We manage risks proactively, not reactively.

1.4. Process Approach

We manage our activities as interconnected processes, ensuring efficiency, consistency, and traceability at every stage—from design and procurement to production and after-sales service. No step is isolated.

1.5. Certification

Our Quality Management System is certified in accordance with ISO 9001, ensuring that our operations are structured, controlled, and continuously improved.

SECTION 2. OUR COMMITMENT TO HEALTH AND SAFETY

The well-being of our employees, contractors, and visitors is non-negotiable. Boilte is dedicated to providing safe and healthy working conditions, preventing work-related injuries and illnesses, and actively promoting a culture of safety.

We commit to:

2.1. Eliminating Hazards and Reducing Risks

We proactively identify hazards and assess risks in all our activities. We implement effective controls, following the hierarchy of controls: elimination, substitution, engineering controls, signage, and personal protective equipment. Safety is not a compromise.

2.2. Worker Consultation and Participation

We engage our employees in all aspects of health and safety management. Their experience and insights are invaluable in creating a safer workplace. Every voice matters.

2.3. Safe Design and Operation

Safety is embedded in our product design process from the very beginning. We consider not only the safety of our manufacturing team but also the safety of installers, service technicians, and end-users. Safety is engineered in, not added on.

2.4. Health Promotion

We encourage a healthy lifestyle among our team members, raising awareness about ergonomics, mental well-being, and the importance of rest and recovery. A healthy employee is a productive employee.

2.5. Certification

Our Occupational Health and Safety Management System is certified in accordance with ISO 45001, demonstrating our commitment to protecting our most valuable asset—our people.

SECTION 3. OUR COMMITMENT TO THE ENVIRONMENT

Boilte recognizes its responsibility to protect the natural environment for future generations. We are committed to minimizing our environmental footprint and developing products that contribute to a sustainable future.

Our environmental commitments include:

3.1. Compliance and Beyond

We strictly adhere to all applicable environmental laws and regulations. Wherever possible, we go beyond compliance to implement best practices in environmental stewardship. Compliance is the minimum—we strive for leadership.

3.2. Resource Efficiency

We strive to optimize the use of energy, water, and raw materials in our manufacturing processes. We actively seek opportunities to reduce consumption and improve efficiency. Every saved resource is a contribution to a sustainable future.

3.3. Pollution Prevention

We minimize emissions to air, water, and land. Our investments in modern technology ensure that our operations have the lowest possible environmental impact. We do not pollute—we care.

3.4. Waste Management

We prioritize waste reduction, reuse, and recycling. We work with our partners to ensure that materials are managed responsibly throughout their lifecycle. Waste is a resource we must use wisely.

3.5. Sustainable Product Design

We design our products to be energy-efficient, durable, and repairable. By extending product life and reducing energy consumption during use, we help our customers reduce their own environmental impact. Sustainability starts with design.

3.6. Climate Action

We are committed to reducing our carbon footprint. We monitor our greenhouse gas emissions and implement strategies to reduce them over time. We are part of the solution, not part of the problem.

3.7. Certification

Our Environmental Management System is certified in accordance with ISO 14001, ensuring that our environmental commitments are systematically managed and continuously improved.

SECTION 4. OUR INTEGRATED APPROACH

At Boilte, we understand that quality, safety, and environmental responsibility are not separate objectives—they are interconnected pillars of sustainable success.

- An injury at work is a quality failure.
- An environmental incident is a safety failure.
- A product defect is a failure of all three.

Therefore, we manage these disciplines through a single, integrated management system. This approach ensures that:

- Decisions are made with full awareness of their impact on quality, safety, and the environment.
- Resources are allocated efficiently to address the most significant risks and opportunities.
- Continuous improvement in one area supports improvement in all areas.

SECTION 5. OUR OBJECTIVES

To translate our commitments into action, Boilte establishes measurable objectives at all relevant levels of the organization. These objectives are reviewed regularly and updated as needed.

5.1. Quality Objectives:

- Reduce customer complaints by 20% year-on-year.
- Achieve on-time delivery performance of 98% or higher.
- Maintain customer satisfaction scores at 4.5 out of 5 or above.

5.2. Safety Objectives:

- Achieve zero lost-time injuries.
- Conduct 100% completion of mandatory safety training for all employees.
- Reduce minor incidents by 30% annually.

5.3. Environmental Objectives:

- Reduce energy consumption per unit of production by 15% by 2030.
- Achieve 95% recycling rate for production waste.
- Reduce greenhouse gas emissions by 20% by 2030 (relative to the 2020 baseline).

SECTION 6. COMMUNICATION AND AWARENESS

This Policy is communicated to all employees, contractors, and relevant interested parties. It is prominently displayed at our facilities and published on our website www.boilte.com.

We expect every individual working with or for Boilte to understand their role in implementing this Policy and to act in accordance with its principles.

We encourage open dialogue about quality, safety, and environmental issues. All employees are empowered to report concerns, suggest improvements, and participate in the continuous evolution of our management system.

SECTION 7. REVIEW AND CONTINUOUS IMPROVEMENT

This Policy is reviewed annually by top management to ensure its continuing suitability and effectiveness. The review considers changes in our business context, the expectations of interested parties, and our performance against objectives. The output of this review drives further improvement in our integrated management system.

We don't just talk about improvement—we measure it, analyze it, and implement it.

CONCLUSION

At Boilte, we do not view quality, safety, and environmental responsibility as burdens or constraints. We view them as opportunities:

- Opportunities to build trust.
- Opportunities to protect what matters.
- Opportunities to create lasting value for our customers, our employees, our community, and our planet.

We invite you to join us on this journey. Whether you are a customer, a supplier, a partner, or a member of the Boilte team, your commitment to these principles makes our shared success possible.

With respect and engineering pride,
The Boilte Development Team