



## QUALITY POLICY CARRIER MONTILLA SITE

CARRIER Montilla Site is committed to customers' first choice in HVAC solutions. Our efforts are determined to achieve excellence in quality, reliability, safety and compliance with the delivery deadlines of all our products and services, a necessary pillar to ensure delighted customers and achieve or exceed their expectations.

Continue working to be a world-class leader in our sector and be a company with the ability to create technology, cooperating with our clients in the innovation of their products.

To continually improve our management system effectively, through our continuous improvement tools, to bring it to a degree of excellence that provides:

- Sustained growth in strategic product lines.
- A constant innovation that gives added value to the client.
- An improvement in the satisfaction of the client and other stakeholders.
- A control of the requirements of the Quality Management System, legal, regulatory compliance and customer, as well as the performance of the established processes.
- A culture based on ethics where our code represented by respect, integrity, inclusion, innovation and excellence is communicated and internalized in all the people who work or have a business relationship with us.
- An increase in the skills of our human team in the development of their activity, generating a commitment and rigor with our processes, improving them, as well as fostering teamwork and communication.
- The necessary conditions so that our workplaces are safe from hazards, our employees are injury free, and their health and welfare are promoted, in addition to complying with current legal regulations.
- An optimized production free of waste according to the established improvement plans.
- The resolution of systematic problems, making robust and effective processes.
- A solid and balanced supply base to customer needs.

CARRIER Montilla Site dedicates all its efforts to being a leader in the business field, where to attract, motivate and retain the best professionals in the air conditioning sector.

### **Our Mission:**

To contribute with HVAC organization to be a leading provider of safer, smarter, sustainable and high performance air conditioning by achieving excellency in designing and provisioning of air-conditioning units, air refrigeration products, heat pumps, air conditioner units, terminal units and heat exchanging fluids units.

### **Our Vision:**

Carrier Montilla Site is a profitable and socially responsible center, which through competent and organized work teams, is an example of operational excellence in the design and manufacture of air conditioning systems, as well as in reducing the impact of its activities and products on the environment and in the safety and health of its workers and users of its products.

Montilla, January the 6<sup>th</sup>, 2020

A handwritten signature in black ink, appearing to read "José Luis Orobia Enfedaque".

José Luis Orobia Enfedaque  
Managing Director  
Montilla Site