



QUALITY, HEALTH, SAFETY & ENVIRONMENT (QHSE) POLICY

AHI Carrier South East Europe Single Member S.A., specializing in the distribution, installation, commissioning, maintenance and technical support of HVAC, refrigeration, electrical and energy solutions, is committed to delivering high-quality products and services while conducting its business responsibly towards its customers, employees, business partners, society and the environment.

Management recognizes that Quality, Occupational Health & Safety and Environmental Protection are fundamental to the Company's sustainable growth, operational excellence and long-term business success. These principles are integrated into all business activities and decision-making processes.

To support this commitment, the Company has established, implements and continually improves an Integrated Management System in accordance with the requirements of:

- **ISO 9001:2015 – Quality Management Systems**
- **ISO 14001:2015 – Environmental Management Systems**
- **ISO 45001:2018 – Occupational Health & Safety Management Systems**

Management is committed to:

- Deliver products, services and technical solutions that consistently meet customer expectations, applicable legal requirements and other compliance obligations.
- Build long-term relationships with customers, suppliers and business partners based on trust, integrity, transparency and professionalism.
- Promote a culture of quality, accountability, collaboration and continuous improvement throughout the organization.
- Provide safe and healthy working conditions for the prevention of work-related injuries, ill health and occupational incidents.
- Identify, assess and effectively manage risks while taking advantage of opportunities related to quality, occupational health & safety, environmental performance and overall business operations.
- Protect the environment through pollution prevention, responsible use of natural resources, improved energy efficiency, waste minimization and reduction of the environmental footprint of our activities.
- Consider climate change-related risks and opportunities in strategic planning, operational activities and decision-making processes.
- Ensure compliance with all applicable legal, regulatory and other requirements relevant to our activities.
- Establish measurable objectives and performance indicators, regularly monitor results and evaluate the effectiveness of the Integrated Management System.
- Continuously improve business processes, operational performance and customer satisfaction through innovation, digitalization and the effective use of technology.
- Encourage consultation, participation and engagement of employees in matters related to Quality, Occupational Health & Safety, Environmental Protection and continual improvement.
- Invest in the competence, awareness and professional development of our employees, recognizing that people are the foundation of our success.
- Provide the necessary human, financial and technological resources to ensure the effective implementation, maintenance and continual improvement of the Integrated Management System.

Management periodically reviews the effectiveness of the Integrated Management System to ensure its continued suitability, adequacy and effectiveness, supporting the Company's strategic objectives and responding proactively to changing customer expectations, market developments and sustainability challenges.

This Policy provides the framework for establishing and reviewing the Company's Quality, Health, Safety, and Environmental objectives. It is communicated to all employees and is fully binding on all company employees at every level of the organizational structure, covering all company activities and relevant stakeholders. The Policy is periodically reviewed to ensure its ongoing relevance, suitability, and effectiveness.

30 July 2026

Loula Politi - Managing Director