

EFFIC is an organization specialized in the comprehensive energy refurbishment of buildings, supporting property owners throughout the entire process, from the initial diagnosis to the implementation of improvement solutions. Its approach is based on optimizing the energy performance of properties through customized, sustainable solutions aimed at reducing energy consumption and demand

As an integrated project manager, **EFFIC** also provides support in identifying financing mechanisms and in managing Energy Savings Certificates, contributing to the economic viability of the actions undertaken. All of this is carried out under a firm commitment to quality, energy efficiency, and continuous improvement.

In order to comply with the above, an Integrated Quality and Energy Management System has been established in accordance with the UNE-EN ISO 9001:2015 and UNE-EN ISO 50001:2018 standards, respectively, whose commitments are as follows:



CONTINUOUS IMPROVEMENT

Promote the **continuous improvement** of the Management System to enhance quality and energy performance.



OBJECTIVES

Establish and review the **objectives** of the Management System, taking as **reference** the commitments set out in this policy and ensuring the **provision of the necessary resources**, including energy efficiency products and services, and information required for their achievement.



COMPLIANCE WITH REQUIREMENTS

Comply with all applicable **legal and regulatory requirements**, as well as any other commitments undertaken in relation to the quality of the product or service provided and those related to energy efficiency, energy use, and consumption.



CUSTOMER SATISFACTION

Promote the increase of **customer satisfaction** in relation to the products and services offered.



ENERGY EFFICIENCY

Support the procurement of **energy efficient products and services** that contribute to improving our energy performance, as well as design activities considering the improvement of energy performance.

This Policy is communicated at all levels within **EFFIC** and is available to all relevant interested parties of our management system.

In Madrid, 01/01/2026

Top Management