

Date: January 2016

Review: 02

QUALITY POLICY

The COMANSA Quality Policy is to offer the market technologically advanced, quality products and services at competitive prices that merit our customers' satisfaction in terms of Quality, Performance, Reliability and Service.

CUSTOMER-ORIENTED

We aim to fully comply with customer expectations and applicable regulations, thus ensuring our Company's success.

With our cutting-edge technology, capacity to adapt, and agility and flexibility, we offer our customers the most effective product-services solution in each market.

In our scale of priorities, the external customer is top; however, everyone should consider the recipient of their work as an internal customer and show an interest in their problems and requests.

PROCESS-BASED ORGANISATION

COMANSA's activities are carried out through processes, within an organisational framework that provides adequate solutions to activities that are developed horizontally and to the relationships between the processes themselves.

We strive to differentiate between the "value" and the "service" perceived by our customers. This means that the cornerstones of our organisation are quality in terms of "time" and "cost".

We must develop our management model so it adapts to growing market demands.

SUCCESS THANKS TO OUR STAFF

COMANSA recognises that Company success depends on the performance of its employees. Management will provide the means for all members of staff to feel motivated and committed to product and service quality.

Results will improve when a high level of individual commitment to achieving the Company's objectives is met.

In order to do so, we must strengthen the following aspects:

- Employee identification with the Company.
- Professional development of members of staff.
- Interpersonal relationships: human, clear and open.

CONTINUOUS IMPROVEMENT

We must work continuously to improve the quality of the products and services we offer our customers.

The operations of COMANSA must be carried out within a framework of maximum efficiency, eliminating surplus and optimising everything we do: products, services, processes, relationships with our partners, human and financial resources.

We should promote a culture of permanent innovation (processes, product and service).

COST-EFFECTIVE WAY OF WORKING

Our operations must guarantee prices in line with the market and an acceptable profitability. The risk arising from the operations must be controlled so that it is kept at appropriate levels.

This Quality Policy is reviewed annually by Management to ensure that its content is consistent with the COMANSA strategy and with customer needs and expectations.

This Quality Policy is communicated to all staff at the Company and is understood and implemented throughout the organisation.

Signed: General Manager

This document corresponds to point 5.3 of the Quality Manual