

# Corporate Quality Policy

## The Path to Excellence



May, 2005

-  This Policy shall be **mandatory observed** by all the Companies or Subsidiaries under the direct **management** of the Group.
-  On the basis that Quality is a vital discipline to the **competitiveness and sustainability** of the Group, development thereof should be regarded as a **managerial function** and, as such, should be **assumed, lead and managed by all managerial staff** under their field of management.
-  All **products** and, where applicable, **services** shall **conform to applicable regulations in force** in the country or countries where those products or services are manufactured, transported or traded.
-  No product or service shall be placed in the market unless its **design** has been previously **verified, validated and approved** for its intended purposes. Where a **same trademark** is manufactured in various Group Companies or Subsidiaries or, even outsourced, **quality levels and requirements shall be fully equivalent**.
-  **Design of products and services** as well as effective production or supply thereof shall be **based on high quality standards**.
-  The more critical to Quality **raw materials, third-party products or services** shall be acquired from **suppliers** offering **appropriate guarantees** (for instance: quality, safety, regulations observance, etc.)
-  Any aspect relating to Quality shall be managed in a **methodical and systematized** manner by identifying, measuring and analyzing the main processes for **continuous improvement**, and with the ultimate goal of achieving **clients' satisfaction**.
-  **Training** regarding Quality shall be given to **all staff**, on the basis of their job functions. The above mentioned shall be subject of special consideration **for incoming personnel**.
-  Every Company or Subsidiary based in or trading their products in the **European Union or in any member country of the European Free Trade Association (EFTA)** shall have an **ISO 9001** certification, granted by a member of the International Quality Net -IQnet- Certification body.
-  Any Company or Subsidiary operating or trading products in countries where **ISO 9001 certification is or may be appreciated by clients**, shall seek to gain the said certification.
-  Companies or Subsidiaries may lay down their own **Supplementary Quality Policy** to this Corporate Policy that under no circumstances shall contradict, amend or preclude the said Corporate Policy. This supplementary policy shall have the **express approval of the Quality Corporate Management** that may also authorize any **express exceptions duly motivated**.
-  The Corporate Quality Management **shall enforce fulfilment of the implementation of this Policy** through training, dissemination, cooperation with any Company or Subsidiary that may require so, performance of audits, and through follow-up of information or indicators.
-  Business Units may **propose** to the Corporate Quality Management, for relevant analysis and consideration, **as many initiatives as deemed appropriate** in this regard, an aspect to be fully fostered and encouraged by the said Management.
-  **Frequency of the above mentioned audits** shall be established based on the degree of development on this issue of each Group Company or Subsidiary. **Observations and recommendations** resulting from those audits shall be **strictly considered** through implementation of precise remedial means and actions.
-  With the sole objective of **coordinating aspects affecting more than one Group Company or Subsidiary**, the Corporate Quality Management may establish common action procedures, specifications or provisions, or specific guidelines for the mentioned Group Company or Subsidiaries.
-  Every Company or Subsidiary shall appoint one person with **responsibility for Quality** that, irrespective of other tasks assigned to him, has **sufficient authority** to ensure that requirements under this Policy are developed and implemented.

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