



Chacón e Hijos Troquelados S.L

## QUALITY POLICY

In order to remain competitive in today's market, our company is aware of the need to provide products and services with an adequate level of quality, satisfying customers and users. Our Quality Management system, first of all, focuses on guaranteeing compliance with the applicable requirements of the UNE-EN ISO 9001: 2015 standard for the design and manufacture of welded and not welded bodies and accessories for fire extinguishers, as well as hose reels equipped in accordance with Regulation (EU) 305/2011; and extinguishing powder for fire extinguishers in accordance with UNE-EN 615: 2009.

Secondly, our objective is to guarantee that we offer our clients high-quality products and services that meet and exceed the expectations that they demand. Therefore we not only constantly ensure compliance with technical requirements and the strictest compliance with current laws and regulations, but also the commitment to continuously improving the degree of satisfaction and the quality of our products, as well as the effectiveness of the Quality Management System.

The values of our Quality Management system are: - Guiding the Quality Management towards our customers' continuous satisfaction with the active participation of our human, structural and technical resources. - Manufacturing with suitable and safe products and components. We evaluate our suppliers and we are committed to supporting and collaborating with them as we consider them essential for the proper performance of our activities. - Having rational and adequate human and material resources to manufacture products that are economical and safe. - Ensuring the Continuous Improvement process in order to continue strengthening our positioning within our sector.

For this purpose, we understand that the entire human team, that is, all our staff, our suppliers, collaborators, distributors and even our customers must be involved in this process. We favour appropriate risk management for this purpose. - The control and verification of our production and our services, constantly guaranteeing the highest quality level possible and our customers' satisfaction in order to consolidate their trust in our organisation, always complying with all applicable regulatory, legal or implicit product requirements. This Quality Policy is mandatory for all Chacón e Hijos, Troquelados, S.L. staff and is backed by full commitment and support on the part of the Management. The "Quality" concept is present in all decisions made and is understood as strategic; it constitutes the obligatory reference point for any action undertaken by our company. The Quality Policy is, therefore, known, understood, implemented, applied and kept up-to-date at all levels of our activity.

