

Taking into account the principles established by the **NP EN ISO 9001:2015** norm, the **CIFIAL Group** has adopted a continuous improvement strategy that involves collaboration with its customers, suppliers and employees and is committed to taking measures and developing the necessary actions to:

- Comply with the legislation applicable to the companies' activity, customer requirements and product specifications;
- Satisfy customers' needs and expectations with a view to their loyalty;
- Minimise the environmental impacts arising from the activity and ensure the sustainable use of available resources;
- Identify and minimise risks to the safety and health of workers, to the safety of installations and to workplaces;
- Involve all employees in the management and development of the quality management system and in the environmental and safety procedures, in order to prevent non-conformities, pollution, accidents and occupational diseases;
- To promote collaboration and communication with all interested parties.

The Board of Directors of the **CIFIAL Group** is actively committed to the pursuit of this Policy.