

Declaration of Principles

Maximum **customer satisfaction** is the centre of our performance. This determines the success of our services and products in the market. For this reason, our main interest is to maintain a policy of high quality in services, customer support and the protection of the environment.

In the light of the above, we have defined binding rules in accordance with the international standards DIN EN ISO 9001: 2015, DIN EN ISO 14001: 2015, which aim to ensure compliance with these high quality requirements. Having established this premise, we go beyond the fulfilment of the legal provisions and the compendiums of binding rules, thus creating the basis for long-term success. Every employee in this company is the basis for our success thanks to his/her knowledge, creativity and innovation.

All framework conditions, control requirements and all relevant service processes for quality and the environment in accordance with ISO 9001: 2015, ISO 14001: 2015 and FIDI / FAIM standards are documented. Preventive measures always have priority over the detection and elimination of failures, every employee has the obligation, but also the right, to eliminate all those circumstances that may harm the quality of our products and services, either within the organization or in the application of the processes.

The management system periodically undergoes an audit to adapt it to new challenges.

In the short and medium term, the continuous improvement of our quality and environmental objectives is for us another requirement for an effective reduction of all costs, as well as an important contribution to increase the quality and protection of our environment.

Through this declaration, the management of the company invites all employees to become involved in the management system for quality and the environment, to use resources sparingly, to cooperate in order to keep the system intact and to continue developing it.

Madrid, June 2017

A handwritten signature in blue ink, appearing to read "AG", is written over the name and title.

Alberto Galasso
Managing Director