



QUALITY POLICY

Caperva Química, representative of international firms, manufacturers of capital goods, in Spain and Portugal, as well as the management of projects related to our capital goods, works to achieve the maximum satisfaction of our clients, acting as a collaborator, and not simply a supplier, attending the needs and expectations of all our stakeholders, we are always committed to responding enthusiastically and professionally to any need expressed by them.

The Caperva Química Management considers that quality is a fundamental factor for the success of the organization, and part of this success falls on the human capital that makes up the organization. All our engineers, chemists and process experts are distinguished by their high adaptability in each project.

To achieve these objectives, Caperva Química:

- ✓ demonstrates the commitment of the top managers of the organization to visible, effective and permanent leadership,
- ✓ complies with the legal, regulatory and contractual requirements and others that are subscribed, promoting and demanding compliance among its suppliers and subcontractors,
- ✓ our clients are the ones who define the quality requirements for their specific use. Together we agree on specifications and measurable objectives so that our projects accomplish your most important needs, such as delivery time and quality of the equipment or service provided.
- ✓ annually establishes objectives, plans and monitors its operations under the process management model through continuous improvement, always taking into account the efficient assignment of functions and responsibilities.
- ✓ **incorporates the best available technologies** and viable,
- ✓ promotes a culture of quality excellence, and provides the necessary training, information and awareness to all its staff for the correct performance of their tasks,
- ✓ maintains reliable, clear and timely communication and information based on cooperation and open communication with all stakeholders,

Compliance with this policy is required of all activities and people in the organization, and is led by the management of Caperva Química. All its stakeholders are aware of, comply with and disseminate it in the field of their professional performance, and the Management ensures the provision of the necessary resources for its correct implementation and performance.

Jose Ma Capdevila
Managing Director

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