



**alcornordeman**

## **Quality Policy**

The Management of Alcornordeman, S.A. is committed to establishing, implementing, and keeping up-to-date a Quality Policy that supports our strategic management, following the Quality System defined according to the ISO 9001:2015 reference standard.

The activities that Alcornordeman, S.A. considers compliant with the required quality standards according to the International ISO 9001:2015 standard are:

The manufacturing and commercialization of detergents and cleaning chemicals, providing comprehensive solutions for the institutional and industrial sectors, assuming the commitment to ensure that our products meet consumer expectations ahead of those of the competition.

The ultimate goal is:

- Achieving total customer satisfaction by ensuring and maintaining their loyalty through the delivery of our service and continuous improvement. To achieve this, the company will work on preventing non-conformities and anticipating their occurrence, always providing a prompt and effective response to any harm caused to the customer.
- Complying with applicable legislation and regulations, as well as other requirements that the organization deems appropriate.
- Ensuring that employees receive sufficient and adequate training and information to enable them to perform their job activities properly. Developing in our employees the skills that allow for the delegation of responsibilities and self-control in their activities.
- Encouraging suppliers offering their services to Alcornordeman, S.A. to act in accordance with the principles of this policy.
- Creating a favorable climate for the promotion of quality within the company by training and motivating staff in relation to quality and teamwork, enabling the professional and personal development of all its members and the achievement of the required quality.



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This policy is the foundation of our Quality Management System, which is developed by setting measurable objectives that are reviewed periodically as established in the System itself.

Management allocates the technical, economic, and human resources necessary for the implementation of its Policy, which is reviewed annually to verify its appropriateness for meeting the established objectives and the organization's context and purpose.

The Quality Policy is made available to all personnel working in our organization, and the necessary means are provided to ensure that it is understood and implemented. It is also available to all interested parties.

This policy should solidify the principles of action of our organization, enabling us to differentiate ourselves in terms of quality and professionalism from our competitors in the sectors in which we operate. Similarly, implementing our philosophy will minimize the risks resulting from a competitive and ever-changing environment, as evidenced in the current political, social, and market context.

For the effective application of these principles, the support of the management team, as well as the entire organization's staff, is absolutely necessary.

Sant Boi de Llobregat, on May 10, 2018

Signed: Santiago Alcover Pericot  
CEO