

QUALITY POLICY

Lusan Fijaciones y Anclajes is a Company specialized in fixings and screws, with their fiscal address in Molinos, 20 29491 Algatocín, Málaga (ESPAÑA)

Through the application of a management system, based on the requirements of the norm UNE-EN-ISO 9001:20015, we aim to reach a continuous improvement on the quality of the service and the performance of the company's activity whose reach is: Distribution of fixings and screws.

Lusan Fijaciones y Anclajes deem this policy as the fundamental foundation of this organisation in order to reach the continuous improvement of the efficacy of said Quality Management System and the following guidelines, which will be the foundation for establishment of annual objectives:

- ✓ Ensure the satisfaction of our clients by always giving an appropriate treatment and a continuous effort for offering the best service following the costumers' requirements and the compromises of the continuous improvement of the company.
- ✓ Accomplish the legal requirements as well as the requirements established by the company which are continuously evaluated in all areas.
- ✓ Maximise the efficacy on the distribution of fixings and screws
- ✓ Continuously better the service quality through the establishment of objectives and goals to achieve it.
- ✓ Permanently better the competitiveness of all services, involving the clients in the knowledge of these and continuously adapting the management to their necessities.
- ✓ Achieve a continuous and permanent actualisation of the resources both technological and especially personal, encouraging the politics of a continuous professional education that allows to grow in their knowledge at the same time that the sector itself.
- ✓ Promote a culture of quality based on the involvement of all staff, accountability for the work performed, and continuous improvement, fostering open communication and the prevention of errors as essential elements to ensure efficiency and excellence in the delivery of our services.
- ✓ Demand ethical and professional behavior in all activities, acting with honesty, transparency, and respect, protecting the confidentiality of information, and avoiding any inappropriate practices or conflicts of interest. Ethical compliance is essential to maintain the trust and credibility of our clients and other stakeholders.

This quality policy will be revised annually by the Management dept. for its continuous development. Furthermore, this will be communicated to all company personnel. This will be at anyone disposal under a request or visiting our website www.lusan.es

Signed:

José Antonio Pacheco:

