



# TOTAL QUALITY POLICY

At **Válvulas Arco S.L.**, a leading company in the design, manufacture and marketing of valves and accessories for fluid installations, we consider that focusing all our activities on the customer is a key factor for success. This enables us to discover their needs and dedicate all our efforts to customer satisfaction by providing products with guaranteed quality and safety, as well as a personal and professional service at all times that ensures that our customers have the desired product at their disposal in the amount requested and at the appropriate time.

To this quality policy, originally intended for our external customers, we now add the development of all our activities, which guarantee the health and safety of our employees, protection of the environment and the continuous pursuit of the end purpose of all companies, profitability. The result of combining all these objectives is our **Total Quality Policy**, set forth as a management policy, organised by processes and focused on the satisfaction of our internal and external customers and all the stakeholders that intervene in our business (customers, shareholders, employees, society in general, suppliers, administration, etc.).

Válvulas Arco's Total Quality Policy provides the framework for implementing and reviewing our management goals, continuous improvement and respect for contractual and legal requirements.

Our Total Quality Policy sets forth and pursues the following goals:

## **1. A COMPREHENSIVE MANAGEMENT CULTURE**

We want to manage the company through the integration the following concepts: product and service quality, health and safety of workers and other interested parties, environmental protection, work-life balance and business profitability, thereby generating a management culture that sets the stage for bearing them in mind in our everyday activities and allows us to improve on them continuously at all times.

## **2. CONTINUOUS IMPROVEMENT OF THE SATISFACTION OF OUR CUSTOMERS**

We must promote a proactive attitude in all company areas to achieve true focus on the customer, identify their needs at all times and adapt as a company to satisfy them with ever-increasing success.

## **3. FOCUS ON RESULTS**

All the activities we undertake must be focused on achieving the goals set forth by Aco's General Management.

## **4. CONTINUOUS IMPROVEMENT IN THE HEALTH AND SAFETY OF OUR EMPLOYEES AND COLLABORATORS**

At Válvulas Arco, the health and safety of our employee and collaborators is a maximum priority, embedded in all our activities with the ultimate goal of preventing any risk that these could cause to the health and safety of our workers. To ensure this, we are committed to complying with the requirements set forth in Standard UNE EN ISO 45001 and to making continuous improvements to the company's occupational health and safety results, with the commitment of providing safe working conditions, relying on the participation and input from our workers.

## **5. ORGANISATION BY PROCESSES**

We want to manage Organisation by Processes (and not by Departments) by focusing all our efforts on teamwork throughout the various functions carried out by the organisation for the Continuous Improvement of all processes (strategic, essential and support).

## **6. CONTINUOUS IMPROVEMENT OF THE EFFICACY AND EFFICIENCY OF THE MANAGEMENT SYSTEM**

The purpose of our management system, which covers all the processes in our business, is to achieve continuous improvement of the efficacy and efficiency of all the processes involved. This is done by systematic application of the continuous improvement cycle (planning, execution, data analysis and decision-making) in all our processes and activities.

## **7. CONTINUOUS IMPROVEMENT OF COMPANY STAFF SATISFACTION**

To improve the satisfaction of our personnel by suitable internal communication, the development of their competences, their participation, improvements in the work-life balance, assessment of their performance and the recognition of achievements affecting results.

## **8. INTEGRATION OF CUSTOMERS, SUPPLIERS, COLLABORATORS AND PARTICIPANTS IN THE VALUE CHAIN**

We want to expand our quality principles to all those who intervene in the value chain and integrate them in our processes and projects to achieve our goals.

## **9. CONTINUOUS IMPROVEMENT OF OUR ENVIRONMENTAL CONDUCT**

As an integral part of society and in favour of the sustainable development of the same, we are committed to applying and maintaining the measures necessary to prevent potential environmental contamination by the facilities operated by Arco and all our activities. This is done through our management system, which complies with the requirements of international Standard UNE EN ISO 14001 and pursues continuous improvement of the environment as one of its goals.

#### **10. COMPLIANCE WITH LEGAL REQUIREMENTS AND OTHERS**

Válvulas Arco's commitment is not restricted to complying with legal and other requirements that apply to our activities at all times, but goes beyond these to improve our performance toward society and to act responsibly within our surroundings.

Compliance with this Total Quality Policy is mandatory for all personnel at Válvulas Arco, S.L. and serves as a framework to establish and review our management goals.

Válvulas Arco's management will review this Total Quality Policy each year to ensure that it is still pertinent and appropriate. It will propose feasible objectives and goals for the deployment of this policy with the intention of constantly improving the Management System in force and committing to provide the means necessary to do so.

Raúl Graña

Foios, 29/04/2020

General Management