

QUALITY POLICY OF CLEMENTE S.A.

The Management of RAMON CLEMENTE S.A. establishes as a priority objective the provision of services and products with high quality standards, in order to exceed the expectations of current and future customers, always promoting continuous improvement and ensuring compliance with current legislation.

It is the responsibility of the company's management to communicate, encourage, and demand from each and every employee and interested party, both internal and external to the organization, an awareness of quality, enhancing and supporting all activities that allow improving the service and product offered to our customers, while managing risks and opportunities.

All activities carried out at RAMON CLEMENTE S.A. are aimed at providing the highest quality in the product with the sustainable use of resources. Therefore, a strategy has been designed that combines human resources with the technical means available to us, in four basic areas:

1. PRODUCT QUALITY:

- Compliance with defined specifications and requirements.
- Quality of manufactured products at competitive prices.
- Control of raw materials, products, and services supplied externally.
- Quality control in all processes and stages, ensuring that acceptance criteria are met with appropriate follow-up and measurement resources.

2. SERVICE QUALITY:

- Proper planning and operational control of all areas and processes.
- Compliance with the agreed delivery times with customers.
- Implementation of production under controlled conditions, maintaining the infrastructure and environment appropriate for operation.

3. MANAGEMENT QUALITY:

- Training, motivation, and awareness of staff to ensure continuous improvement.
- Optimization of available human resources and the management of their knowledge.
- Enhancement of the company's image in its environment and field of action.
- Strengthening competitiveness at all levels of the organization.
- Identifying risks and opportunities to increase desirable effects and reduce undesired ones.

GENERAL MANAGER

2024