

## **QUALITY POLICY**

Luis Capdevila, S.A. develops and establishes the quality management system according with the UNE-EN ISO 9001 standard, to guarantee the quality level of the following:

- Commercialization of filtration and air conditioning elements.
- Commercialization, installation and maintenance of fire protection systems.

Work is done so that the product truly reflects the expectations of every client or interested party. This way, we aim to ensure the long-term success of the company.

For this reason, Luis Capdevila, S.A. sets, declares and assumes as its own the following statements:

- Offer our experience in the firefighting systems installation, according to the risks initial assessment of the place to be protected and the specific requirements of the customer.
- Maintain a personalized treatment with the customer, assessing them about the applicable legislation and the proposed solution based on the initial risks assessment.
- The satisfaction of the customer is our priority and we understand it as our capacity to offer the best technic solution to it requirements, with the adequate cost and accomplishing the foreseen delivery term.
- To meet all requirements, whether legal or contractual, that applies to us due to our activity.
- Promote the professional development of the Luis Capdevila, S.A. team.
- Work in a management environment that guarantees a continuous improvement of our processes, our action methods and our relationship with the stakeholders by means of the establishment and periodic revision of our quality objectives and policy.
- Use the risks evaluation methodology of the processes to prevent possible deviations or nonconformities of the quality system.
- Ensure the correct diffusion and comprehension of our quality policy within the organization, through the continuous training and communication of our staff.

Barcelona, August 2019

Direction

