

SMARTFIX TECHNOLOGY & INNOVATION, SL QUALITY POLICY

At SMARTFIX TECNOLOGÍA & INNOVACIÓN, SL we want to be recognised as a benchmark company in the fixings sector, both for the reliability and quality of our products, as well as for the excellence of our service.

To achieve this, quality must be a priority, so we need to adopt behavioural guidelines that adhere to the following principles:

- Meet our customers' expectations:
 - ÿ Focusing our efforts on ensuring that our products are reliable, delivered to time and provide value to our customers based on their performance.
 - ÿ Making deliveries to your complete satisfaction and with flexibility and sensitivity necessary to deal with your emergencies.
- Continuously improve:
 - ÿ Learning from our mistakes and taking steps to ensure they are not repeated.
 - ÿ Promoting new and better ways of doing things.
- Discover and decisively eliminate any form of waste in our processes and operations.
- Involve all levels of the Company in the principles of Quality.
- Collaborate closely with our suppliers.
- Comply with regulatory requirements applicable to our products and services.

The Management of SMARTFIX TECNOLOGÍA & INNOVACIÓN, SL adopts the principles set out above, promotes them through effective leadership among all members of the Company and develops them in the documents of its Quality Management System, which are hereby declared to be mandatory.

Signed by: Carlos Jimenez Jimenez

Date: 10/01/2024

