



QUALITY POLICY

MISSION

Relying on the interaction of different technologies and using the materials available on the market, ALUDEC's mission is to satisfy the current and future needs of our clients with regard to decorative parts for the Automotive industry. To this end, we are investing on the human potential of the organisation, as well on the teamwork, with the ultimate goal of satisfying our clients, always taking into account their requirements, as well as the legislative and regulatory requirements.

VISION

Through the continuous improvement of our products and processes, the training of our staff, and our focus on RDI (Research, Development, and Innovation), we aim to be the first-choice provider for our clients, in addition to achieving high levels of service and quality, while expecting reasonable profitability. Everything under the scope of our Corporate Social Responsibility Manual.

To this end, ALUDEC is committed to implementing, promoting, monitoring and continuously improving the appropriate changes to achieve constant client satisfaction.

As regards the Quality of our processes, products, and services, we shall respect the environment, and make the necessary changes and improvements in technology and processes in order to incorporate the raw materials and techniques proposed by Research and Development (R&D) as new alternatives for our sector.

VALUES

The values that govern our actions are:

- The satisfaction of our clients' needs and expectations.
- The compliance with legal and regulatory requirements.
- The satisfaction of our personnel and shareholders.
- The consolidation of our processes, products and services through Continuous Improvement practices.
- The constant optimisation of our technical and productive means.

KEY SUCCESS FACTORS

1. We satisfy our clients and external and internal stakeholders thanks to our extensive knowledge on their needs and expectations. To this end, we shall establish client-oriented goals across all processes within the organisation.
2. Our knowledge of the legal and regulatory requirements applicable to our products, processes and services enables us to be in compliance with the current legislation.
3. The economic balance of our operations fulfils the perspective of our shareholders.
4. Our processes are identified, designed and managed with a view towards achieving the objectives defined. All sectors of the company are responsible for continuously assessing, reviewing and improving such objectives, encouraging in that way the creativity, innovation and commitment of all employees.
5. Our human resources, in continuous training and aware of the challenges within the sector, engage with the organisation to the level necessary to be motivated and thus fulfil the objectives of the organisation.
6. Our commitment, as the Management Team, to undertake as many investments as reasonably possible to foster the Continuous Improvement of our processes, to guarantee the Quality and Reliability of our products and an optimum service level, as well as boost the prestige of the company.
7. We focus our efforts on knowing and meeting the needs of our clients, carrying out R&D studies and developing new part designs.

POLICY

ALUDEC Management Team is committed to:

- 1) Develop and improve the effectiveness of its quality management system to meet the requirements and satisfy the needs of Aludec's clients. To achieve this result, the

Management Team has reviewed and identified the relevant processes, adopting a process-based Quality Management System.

2) Create an environment that fosters participation and trust and rejects the fear of proposing ideas that may contribute to the Continuous Improvement of the processes. It is necessary to destroy the barriers that prevent our staff from being proud of their work.

3) Train and update the knowledge among its personnel, and adapt their behaviour to facilitate progress towards a culture of quality as a way of doing things on a daily basis, where self-control is naturally present.

AIMS

1. To create an environment that fosters participation, recognition and motivation of the personnel, thus encouraging creativity.

2. To improve our market competitive position by offering a wide range of products that incorporates various technologies and manufacturing processes.

3. To improve profitability in order to create surplus that allow us to face investments, as a way to guarantee our future. To this end, the necessary action plans shall be developed to eliminate overspending across the different processes of the organisation.

4. To strengthen relations with our clients and to satisfy their needs in all areas of business activity, foreseeing their needs and meeting them with quality products and a high level of service.

5. To reduce or eliminate hazards and risks from our activities by continuously improving performance across processes, products, and services. The Management Team promotes the implementation of improvements in internal processes and the implementation of monitoring and control systems for strategic support and operational processes.

6. Together with all our stakeholders, move towards achieving Sustainability goals by defining strategies in line with the Sustainability Goals of our Clients and relevant international organisations.

STRATEGY

To achieve the goals described above, ALUDEC's Management Team is process-oriented when adopting the following strategies:

1. Fostering of constant cooperation, motivation and the appropriate exchange of knowledge through Teamwork and the continuous and adequate training of all personnel.

2. Analysis of data and information to take effective decisions. This continuously updated knowledge of the sector and of our competitors will be the driving force behind our constant technological innovation.

3. Strengthening of our culture of Quality in all areas to continue moving forward in the improvement of processes and products.

Ponte Caldelas on 16th March 2021



Ernesto Lumbreras Peláez (Dirección General)