



## QUALITY CONTROL POLICY

Rev.: 03	DATE: 20/10/2017
Revised by: RDC	Approved by: Management

The management of PEMARSA S.A. are conscious of the high degree of globalization and current competitiveness, and have established the following quality control policy:

***"To continue being the leading flooring company for sports centers and education facilities, and the best in the eyes of our customers through our commitment to quality, products, services and our environmental work, through our commitment to fulfill the needs of our customers, the applicable legal requisites and those related to the environment. All of this to ensure continuous improvement in the efficiency of our integrated administrative systems which are intrinsically linked to our quality control systems and our environmental control systems".***

This quality control policy has been developed on the following basic principles which constitute our philosophy on quality:

- Everything we do must be orientated towards ensuring our customers of today continue to be those of tomorrow, both due to our innovation, and our implementation of company policies.
- Just by facilitating products, services and quality relations, we can rely on the long-term trust of our customers.
- We commit to protect environment and prevent contamination, through respecting the applicable legal requisites, and others which the organization deems to have an environmental impact and those related to our own context.
- Achieve maximum satisfaction from our customers by respecting the express and implicit applicable legal requisites.
- The quality we give to the customer forms part of our job responsibility.
- Additionally, the self-imposed commitment to obtain renowned certifications which confirm our systems respect the norms UNE-EN ISO 9001 and UNE-EN ISO 14001
- Continuously improve our services and the efficiency of our integrated administrative systems.
- Just by continuously improving our training, we can improve our options.
- We must maintain an environment that generates material richness in the continual improvement of life quality and satisfaction for all interested parties.
- The management of PROTECTIVE COMFORT GROUP, S.L. is committed to considering and recognizing all the feedback and suggestions from employees regarding improvements to quality, working methods or any other elements that facilitate improved results.
- Our suppliers constitute a fundamental element in the quality of our final product, as well as the profitability of our products, and our commitment to the environment.

As such, this policy and basic principles have been published for the knowledge of all the employees of the company, and must be assumed and shared with the entire organization.

San Vicente del Raspeig, 20th October 2017

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