

## Quality and Innovation Policy of CRISMACHEM S.L

CRISMACHEM considers service quality and innovation as corporate values that determine the business strategy. In this sense, the organization's Management commits to:

- Seek continuous improvement of management systems.
- Defend good professional practices.
- Identify the requirements of our stakeholders and work to achieve their satisfaction.
- Offer unbeatable attention and treatment in customer service, transmitting confidence.
- Have necessary resources to carry out services performed with adequate technical competence.
- Meet the legal requirements applicable to the organization.
- Promote the internal and external training of personnel, ensuring they are up to date with the new technologies available and seeking internal transmission of knowledge.
- Promote R&D&i as a strategy for competitive improvement, motivating and promoting all personnel to participate in this activity.
- Identify and evaluate innovation opportunities and encourage creativity and the use of innovation tools by all areas of our organization.
- Encourage the use of technological surveillance mechanisms, technology transfer and collaboration, with the aim of obtaining an advantage over traditional methods.
- Systematically and periodically evaluate our Quality and R+D+i Management System to ensure adaptation to changes in the context of the organization.

CRISMACHEM's Management is committed to meeting the requirements established in the ISO 9001 and UNE 166002 standards in all aspects involved in the activities of distribution of chemical products and chemical specialties.



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