

## Quality and Innovation Policy of CRISMACHEM S.L

CRISMACHEM considers service quality and innovation as fundamental corporate values for the fulfillment of the company's Purpose and that are decisive in the business strategy. And that is why, in this sense, the organization's Management is committed to:

- Establish, first of all, a Purpose and values that inspire employees to innovate and offer an increasingly better and better quality service through Conscious Management.
- Decentralize and offer autonomy, to promote innovation.
- 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 promote creativity and the use of innovation tools by all areas of our organization through R&D&i operational processes.
- Encourage the use of R+D+i support resources: knowledge management, collaboration, intellectual property, protection and/or technology transfer and surveillance and strategic intelligence.
- 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 design and distribution of chemical products and chemical specialties.



Marcelo Montoro del Arco

Managing Director

Alcalá de Henares, 02<sup>th</sup> May 2022