



QUALITY POLICY

Mission

The production and sale of hats and promotional ribbons, according to the principles of comfort, style and wellness, which are clearly customer-oriented, with quality, efficiency, profitability and innovation criteria, whilst pursuing the increase of our brand awareness nationally and internationally, based on the commitment to society, the development of our personnel and maximised collaboration with our suppliers.

Vision

We want to become a benchmark company in the hat-making sector, by delivering solutions and responding effectively and sensibly to any matters posed by our customers. Always nurturing our values of commitment and efficiency.

Values

AFISA endeavours its efforts on a daily basis in order to meet the needs of our customers, by offering products that meet their expectations; using the best available techniques, honouring the commitments arranged with our suppliers during the production process and investing in solid work ethics, integrity and honesty whilst complying with the applicable laws and AFISA principles, policies and standards.

Our values:

- Leadership
- Innovation
- Integrity
- Quality

QUALITY POLICY

According to the Executive Board's guidelines, our Quality Manager has established and implemented a Quality Management System based on **UNE-EN-ISO 9001:2015** requirements "Quality management systems. Requirements"; for the design and marketing of hats and caps, and the shape of straw hats. In order to comply with this established mission, AFISA invests in the



continuous improvement of its processes as a way of increasing the quality of the services and products we offer to our customers, by ensuring compliance with applicable laws and regulations, other specific commitments regarding the organisation, and through the pursuit of excellence upon the improvement of its Management System efficiency.

We undertake to work in accordance with UNE-EN ISO 9001 requirements, by developing and tailoring our services and processes so that they can meet the needs and expectations of our customers.

The continuous **improvement** of the quality management system efficiency is a goal and responsibility of all the personnel that work at AFISA. Therefore, it is the foundation of all our activities. In order to attain these goals, our business is based on the following principles:

- Independence and objectivity in the development of our activity
- Customer satisfaction, by improving the quality of our products, deadlines and treatment of complaints
- Continuous improvement of our activities, products and services
- Bringing about the best in our human resources through improved communication, training and teamwork
- The provision of training and updated information to meet the needs of our technical and quality management. Developing proper knowledge management.
- Compliance with applicable legal requirements and with all other requirements attained by AFISA

AFISA's Executive Board undertakes to implement and update this Policy appropriately, at all levels and functions of the company, as well as provide adequate material and human resources towards the accomplishment of our plans and programs, and our goals and targets.

This Policy, our experience and knowledge, are at the disposal of our customers, collaborators, suppliers and employees, fostering their compliance with our guidelines as well as from any other stakeholders.

Trinidad Salvá Carrió

Pedreguer, February 2018