

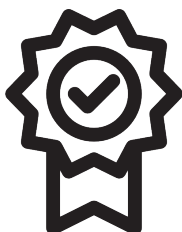


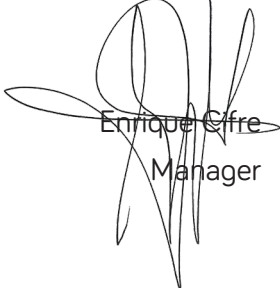
QUALITY MANAGEMENT POLICY

CIFRE CERAMICA, S. L. has implemented a quality management system within the scope of its activity in order to guarantee its customers a service and a product adapted to their needs. To this end, the Management of **CIFRE CERAMICA, S. L.** states as basic principles of the company:

- To offer customers a wide range of products, floor and wall tiles and wall tiles, vitreous and natural, according to current and avant-garde designs.
- Ensure the quality of the product and service offered.
- To offer an excellent service, both in terms of speedy customer service, availability of products and ease and speed in loading them.
- To involve our clients in the company's projects, so that they are an important part of the company's development and growth.
- Implantation of a business philosophy, which is reflected in everything that happens to our company, both in product, promotion, commercial and administrative.
- Comply with the customer's requirements, as well as applicable legal and regulatory requirements.

The Management of **CIFRE CERAMICA, S. L.** communicates this policy to all employees so that it is understood and implied to all interested parties to follow it. This policy is the frame of reference of the objectives that the organization sets itself, in order to commit itself to continuous improvement and it is the commitment of the whole company to achieve them. Management undertakes to review this policy on an ongoing basis and to adapt it to its purposes.




Enrique Cifre
Manager