

QUALITY POLICY

CARBOSYSTEM, as a company dedicated to the COMMERCIALIZATION AND DISTRIBUTION OF REFRACTORY AND HIGH TEMPERATURE PRODUCTS, was founded with the clear objective of providing our customers with an unbeatable service in the activity that the organization performs.

Our main customers belong to sectors with high reliability requirements in the production of parts and in the final finish. We speak of sectors such as the automotive, household appliances, food, petrochemical, etc. .. To which, we offer our firm commitment to have a demanding quality policy to meet the demand of their needs.

Customer service is a priority in our corporate philosophy and manifests itself in a diligent, attentive and efficient treatment. We understand that information, advice and communication are very important objectives, which we strengthen by being present in the new communication technologies and social networks.

Quality is for us a prime objective. It contributes to the satisfaction of our customers, to whom we give the greatest importance, and participates in the improvement of our profitability.

The implementation of this quality policy requires us to:

- Comply with the requirements of the Reference Standard.
- Take into consideration the context of the Organization, the internal and external factors that influence the Company's results.
- Adapt our activity to the present and future needs of our customers, including stakeholders interested in the company's results.
- Establish a system for continuous improvement of our service as well as the Quality System implemented in this organization.
- Address risks and opportunities to ensure that the quality management system achieves and improves the expected results and avoids unwanted ones.
- Train and motivate staff to get their participation and support in the development and improvement of the Quality System, communicating the importance of satisfying the Client's requirements as well as the applicable legal and regulatory requirements.
- Encourage that Quality is a commitment of all.

We consider quality as the result of correct management, evaluation of suppliers, customer service and internal controls. We are therefore committed to the compliance and continuous improvement of a Quality System based on the UNE EN ISO 9001: 2015 Standard.

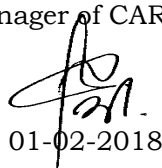
The effectiveness of the CARBOSYSTEM Quality System depends on the unconditional support of all our employees. Each of them is responsible for the quality of their work and is committed to the success of this Quality Policy.

To make this commitment to all staff, CARBOSYSTEM will disseminate the policy to all staff and to the public will be displayed on bulletin boards and documents presented to customers and suppliers, at their request.

The specific objectives of quality are part of the general objectives of CARBOSYSTEM, are defined each year and are detailed in concrete plans or programs for its achievement, with definition of those responsible for them, execution times and means necessary to achieve them.

Likewise, a communication of the same will be carried out, in order to share all the employees of the organization with the achievement of the same.

Signed: Manager of CARBOSYSTEM

A handwritten signature in black ink, appearing to be 'J. San'.

01-02-2018