



ZIRCONIO

QUALITY POLICY

ZIRCONIO, TRADEMARK OF NIRO CERÁMICA ESPAÑA S.L.U., DEDICATED TO COMMERCIALIZE CERAMIC FLOOR AND WALL TILES, IS COMMITTED TO COMPLY WITH THE QUALITY POLICY IN ORDER TO IMPROVE ITS PROCESSES, ACQUIRING A COMMITMENT TO THE REQUIREMENTS AND NEEDS OF THE INTERESTED PARTS.

THIS COMMITMENT IS BASED ON THE FOLLOWING GUIDELINES:

PRODUCT

- TO COMMERCIALIZE CERAMIC FLOOR AND WALL TILES ACCORDING TO THE REQUIREMENT OF THE UNE-EN 14411 STANDARD FOR CERAMIC TILES.
- INTRODUCING NEW MODELS INTO THE MARKET WITH THE COOPERATION OF OUR SUPPLIERS, STRENGTHENING AND REINFORCING THEIR SKILLS..
- PERSONALIZED ATTENTION TO OUR CUSTOMERS THROUGH TECHNICAL ADVICE.

ENSURE THE EXPECTATIONS OF THE INTERESTED PARTS

- COMPLYING WITH THE REQUIREMENTS OF THE UNE-EN ISO 9001:2015 STANDARD, WHICH REFLECTS THE NEEDS OF OUR CUSTOMERS. UPDATE MANUALS, PROCEDURES, INSTRUCTIONS AND RECORDS.
- PROVIDING VALUE TO THE INTERNATIONAL GROUP WE ARE PART OF.
- CRETE CLOSE LINKS BETWEEN THE SURROUNDING SOCIAL ENVIRONMENT, THE COMMUNITY AND THE COMPANY.

COMPLIANCE WITH CURRENT LEGAL REGULATIONS

- COMPLY WITH THE REGULATIONS APPLIED TO THE DEVELOPMENT OF OUR ACTIVITY.
- COMPLY WITH THE LEGAL REQUIREMENTS OF THE COUNTRIES IN WHICH OUR CLIENTS ARE LOCATED, ORGANIZING THE NECESSARY AUDITS

ESTABLISHMENT OF OBJECTIVES, GOALS AND PROGRAMS

- PROVIDE THE NECESSARY RESOURCES TO ACHIEVE THE ESTABLISHED QUALITY OBJECTIVES.
- PERIODICALLY MONITORING THE RESULTS THROUGH THE INDICATORS.

CUSTOMER SATISFACTION

- UNDERSTANDING AT ALL TIMES WHICH ARE THE NEEDS AND EXPECTATIONS OF OUR CUSTOMERS.
- QUICK RESPONSES TO THE POSSIBLE CLAIMS THAT COULD COME FROM THE PERFORMANCE OF THE ACTIVITY.
- TRAIN THE COMPANY'S STAFF ON THE IMPORTANCE OF UNDERSTANDING CUSTOMERS NEEDS, TO CONSTANTLY IMPROVE IN ORDER TO ACHIEVE THEIR SATISFACTION.

RELATIONSHIP WITH SUPPLIERS

- PERFORM A SELECTION AND CONTINUOUS EVALUATION OF OUR SUPPLIERS, HENCE MAKING SURE THAT WE ARE ABLE TO OFFER THE BEST PRODUCT TO OUR CUSTOMERS.
- PROACTIVE COLLABORATION WITH SUPPLIERS SO THAT THE DEVELOPMENT AND MANUFACTURE OF THE PRODUCT IS CONSISTENT WITH OUR SPECIFICATIONS.

STAFF PARTICIPATION

- OFFER FAIR AND RESPECTFUL TREATMENT OF WORKERS' RIGHTS, COMPLYING WITH APPLICABLE LABOUR LEGISLATION.
- CONTINUOUSLY TRAINING TO ALL THE PERSONNEL INVOLVED IN OUR ACTIVITIES.
- ENCOURAGE THE STAFF TO FORESEE OPPORTUNITIES AND RISKS, TO ENSURE THE BEST OUTCOME.

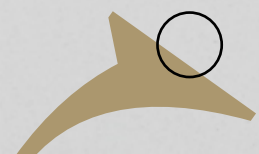
HEALTH AND PERSONAL INTEGRITY PROTECTION

- COMPLY WITH APPLICABLE LEGAL REGULATIONS REGARDING OCCUPATIONAL RISK PREVENTION.
- INTEGRATE OCCUPATIONAL RISK PREVENTION WITH THE REST OF THE ORGANIZATION'S ACTIVITIES.

NIRO CERÁMICA ESPAÑA S.L.U. MANAGEMENT, UNDERTAKES TO REVISE AND MODIFY, IF PROCEEDS, THIS CORPORATE POLICY ON A REGULAR BASIS, ENSURING THAT ALL THE EXPOSED SECTIONS REMAIN IN FORCE, THAT THEIR CONTENT IS CONSISTENT WITH THE COMPANY'S OBJECTIVES, AS WELL AS WITH THE EXPECTATIONS AND NEEDS OF OUR CUSTOMERS.

THE MANAGEMENT
DECEMBER 2019

THIS DOCUMENT IS A DECLARATION OF NIRO CERÁMICA ESPAÑA S.L.U., WRITTEN JOINTLY WITH HILVÁN CONSULTORES S.L. (WWW.HILVAN.EU)



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