

Madrid, february 1st, 2019

QUALITY POLICY

MILEXIA IBERICA is committed to quality in the development of its activities to ensure maximum customer satisfaction.

MILEXIA IBERICA has an *Integrated Quality Management System* based on the EN 9120:2018 and UNE-EN-ISO 9001:2015 standards that integrates the following values and principles:

- Efficiency in the internal management, optimization of the resources and achievement of the objectives of the system through the review, measurement and continuous improvement of its processes.
- Excellence in the solutions offered to our clients so that these are high quality, reliable and competitive and adjusted to their requirements.
- Collaboration with all the stakeholders of the organization, creating trusting, transparent and respectful relationships in order to satisfy their needs and expectations.
- Demanding rigor, confidentiality, truthfulness and integrity in all aspects of the professional activity, supported by impartiality and corporate values.
- Adjustment and fulfillment of all legal, fiscal, trading and regulatory requirements.
- Leadership and commitment of our staff, encouraging their participation at all levels of the organization, so that there is enthusiasm and pride of belonging in an environment in which professional potential can be developed.
- Continuous improvement of the efficiency of the processes through the analysis of risks and opportunities of the management system.

Quality is a commitment and responsibility of all the MILEXIA IBERICA staff who actively participates in the maintenance and continuous improvement of our Quality Management System.

Management is committed to provide the human and material resources needed to meet the requirements of the activities that are developed, the objectives and continuously improve the effectiveness of our Quality Management System. This quality policy is annually reviewed for its adequacy to the context of the organization, the requirements and expectations of the stakeholders and its strategic management. It is communicated and available to relevant the stakeholders.



Dan Benzaquen
Director General