



MANUAL

QUALITY MANAGEMENT SYSTEM

Date: 16/06/2021

Code: MC

Page: 1 de 1

Rev. 02

QUALITY POLICY COMERCIAL ARRATE, S.A.U.

The quality and the provision of an excellent service for the **STORAGE AND COMMERCIALIZATION OF METALLURGICAL PRODUCTS, STAINLESS STEELS, ALLOY STEELS, ALUMINUM, TITANIUM, AND NICKEL ALLOYS, BARS AND FLATS LAMINATED AND / OR FORGED, HIGH SPEED STEELS AND PULVIMETALLURGICAL STEELS FOR DIFFERENT SECTORS, INCLUDING AUTOMATIVE AND AEROSPACE SECTORS**, are fundamental priorities of COMERCIAL ARRATE, S.A.U, ensuring the satisfaction of our Customer needs in every moment.

The main characteristics of COMERCIAL ARRATE, S.A.U. that make the difference between our competitors are the following:

- Personalized and close relationship with Customers,
- Speed in searching for material to be distributed to Customers that result in short product delivery times,
- Custom cutting service and delivery.

The general guidelines and objectives that, related to quality, guide COMERCIAL ARRATE, S.A.U., are reflected in this Quality Policy defined by the Management, which is part of the general policy of the company and it is consistent with it.

These guidelines are:

- Ensure that the products and services provided to our Customers are reliable and meet the requirements of the Customer (specifications), standards, legislation and applicable codes.
- Reduction of failures, with the consequent reduction of non-quality costs.
- Establish actions and programs aimed at prevention, and not only error detection.
- Supply products whose price / quality ratio meets the expectations of our Customers.
- Maintain permanent contact with our Customers, working together to improve our services.

This Quality Policy is notified to our employees through the internal communication channels, and it is available to our Suppliers, Collaborators and Customers, and rest of interested parties, if requested, with the commitment to promote their knowledge and to apply it in the commitments acquired by COMERCIAL ARRATE, S.A.U.

Signed:


Mr. Carlos Pablo Domsy
General Manager COMERCIAL ARRATE S.A.U.