



## QUALITY POLITICS

**ENGINYERIA EMSER, S.L.** is a company dedicated to design and development of engineering projects.

**The Management of ENGINYERIA EMSER** is committed to the **Quality** of its customer services, for this reason decided to implement a Quality Management System, in accordance with the International **ISO 9001 Standard**.

The company leans on the following management principles and commitments in the implementation of its processes and relationship with stakeholders:

Achieve the full **satisfaction** of our **customers**, meeting the previous needs, even anticipating customer expectations in the **design** and project developments.

Maximum customer service, a personalized and fitted service for each client and project.

We are committed to providing **integral solutions to the client** for each Project, with updated **techniques and knowledge**.

We work applying the criteria of **continuous improvement**, effectiveness and efficiency in all processes.

We respect **legal and regulatory requirements** applicable to our activities.

We are certified as an **INNOVATIVE COMPANY** (PYME INNOVADORA), developing its projects also based on energy efficiency, optimizations of system performance and improvement of the equipment life cycle.

We conceive **Quality** as a strategic business management tool and the commitment of de Management in the adoption of objectives that lead us to improvement of our services.

We take special care about **customers** and other interested parts.

At the same time, **ENGINYERIA EMSER** is committed and promotes the development of **Corporate Social Responsibility**, and for this reason it has joined as a signatory to the **Global Compact**, and is committed to the 10 principles defined.

**ENGINYERIA EMSER** makes this policy available to interested parts and it will be spread to workers and collaborators. Management ratifies these commitments and will ensure that they are known, understood, implemented, and kept up to date.

*Rafael Madueño*  
**CEO**