

Rev. 1 (Sept. 2018)

## 5.2.1 Quality Policy

This policy provides a framework for establishing quality objectives centred around continuous improvement and customer satisfaction, based on the requirements in the UNE-EN-ISO 9001:2015 standard on "Quality Management Systems".

BREINCO is a leading company in the sector, and is committed to the development and continuous improvement of its products and systems. We offer landscape professionals the tools they need to provide the very best solutions for every situation. Solutions that, thanks to the very latest technology we use, we can confidently state will last for a lifetime.

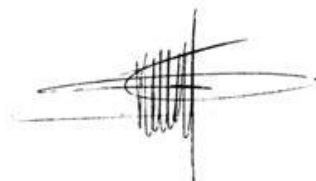
Our customers lie at the heart of BREINCO's business model, and we understand their priorities and needs while knowing how to listen to them and respond with innovative solutions. Our company is based on a foundation of building long-term relationships of trust with our customers.

The BREINCO Quality Policy is based on the following goals:

- The commitment to achieving and maintaining high levels of customer satisfaction.
- The commitment to meeting all the requirements in our Quality Management System, whether legal, contractual or otherwise, when they apply to our business activity.
- The commitment to carry out our work within a management environment that guarantees continuous improvement.
- The commitment to define our organisation's quality policy, making sure that the staff in our organisation know about it, understand it and apply it.
- The commitment to efficiently monitor all our processes and their possible impacts on the quality of our service, placing a special emphasis on:
  - Customer service and our relationship with our clients.
  - The quality of our service and a high degree of flexibility in adapting to the needs of our customers.
  - The quality of our products and technical support service.
  - Ensuring we meet deadlines.

The management at BREINCO is also committed to the utmost respect for the environment, making sure our activities fall within legal regulations and ethical responsibilities, preventing pollution and encouraging a sensible use of resources.

Management makes this policy accessible and makes it available to its clients, suppliers and the general public. It will also be shared with all our staff, so that BREINCO can make sure it encourages the involvement, awareness and continuous training of its employees, making sure they follow the principle of "Quality is everyone's business". The Policy will be kept up to date through frequent reviews, which will coincide with the system reviews carried out by management, to make sure it includes any changes to our surroundings and the information received.



Àngel Sitjà  
Managing director at BREINCO SA  
1/9/2018