

TREFINASA'S Management Team, coherent with its compromise of development and improvement of its implemented Quality Management System, has established the following Quality Policy:

- 1. Quality at TREFINASA is understood as a continual search of customer satisfaction, knowing, understanding and satisfying their necessities regarding quality, price and delivery.*
- 2. TREFINASA has positioned itself the leader in quality and service; such factors are considered as the key for the competitiveness and survival of our Company.*
- 3. Quality is a culture and never the result of control; it is the consequence of work well done, based on planning and objective establishment.*
- 4. Quality is not opposite to productivity, but complementary.*
- 5. TREFINASA commits to fulfill all legal requirements applicable to our activity and products.*
- 6. Results analysis: deploying several indicators and a procedure to achieve an objective evaluation of obtained results. Health-safety and environmental related indicator are added.*
- 7. Continuous improvements: defining a system to reduce and/or eliminate causes of dissatisfaction among customers, suppliers and/or staff as well as undesired costs or overuse of resources.*
- 8. TREFINASA's success will depend decisively on training, participation of personnel and on team working.*

Uharte-Arakil February 4th 2.016



TREFINASA  
TREFILADOS DE NAVARRA, S.A.

**Managing Director  
Patxi Morentin**