

COMERCIAL PROVA, S.A. is a company created to offer its customers a service of

Rust Prevention Coatings.

Metal Parts Manufacturing (laser cutting, bending and welding).

This is possible thanks to some basic points acting as company columns which are promoted by COMERCIAL PROVA, S.A. Management and transmitted to all staff:

- Closed-loop Customer Service.
- Confidence Conveying.
- Customer i sour aim.
- Do not confront. Have empathy.
- Give what we would like to receive.
- Staff involvement.

COMERCIAL PROVA, S.A. Management is aware of the growing importance of the concept of quality and its correct implementation, in an increasingly competitive business context. That is why through this text she wants to make known to every person, internal or external, a series of points which all activity carried out is based on:

- **Scrupulous compliance with each and every one of the legal requirements of our activities.**
- **We believe in continuous improvement as a method for reducing incidents and approaching satisfaction.**
- **Strengthen communication with stakeholders.**
- **Be known as a quality benchmark.**
- **Measure, analyze and improve customer satisfaction.**
- **Prevent failures and errors.**
- **Ensure compliance with the requirements.**
- **Assume responsibility for the quality of one's work.**
- **Fast and efficient handling of suggestions, complaints and claims.**

Signature:

Jose Manuel Castro (CEO)

July the 02th, 2015