

## QUALITY POLICY TTI AND ACV

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Based upon our vision and our commitment towards the Quality of our products, TTI (Tubacex Tubos Inoxidables S.A.U) & ACV (Aceralava SAU) defines the following Quality Policies which are applicable to all their process.

The objectives and basic principles towards achieving our MISSION are assuring Customer Satisfaction by meeting our Customer's requirements through planning and control of our processes; exceeding their expectations and anticipating their needs and incorporating these additional requirements into our products.

We are committed to providing the necessary resources, particularly:

- Required material, work environment and technical resources.
- An organizational structure with defined responsibilities that responds to the commitments expressed in this policy.
- Training programs to improve the skills and personnel competences of Staff.
- Consultation and participation of employees and/or their representatives.
- Conform to requirements and continually improve the effectiveness of the Quality Management system.

The following tools, among others, will be used:

- The Values as defined by The Tubacex Group.
- The Strategic Plan Model based on the continued analysis of the Context of the Organization, Risk and Opportunities Management and Management by Processes.
- The Principles and Standards of Quality Management Rules.
- Continuous Improvement Model through the design, execution and standardization of our processes, and clearly defining improvement goals.

We consider the consensus and participation of all as the key to ensure that the intentions and objectives as manifested in this Policy are achieved. We are committed to using this Policy as the basic guideline in our activity.

The Quality & Environmental Director is the Management representative who was the authority and organizational freedom to revise the Quality Manuals and authority and organizational freedom to identify quality problems, initiate, recommend or provide solutions

Celestino Danis  
Managing Director  
BU Steel & BU Extrusion  
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