

















Corporate Quality Policy

The path to excellence



May 2005

-  This Policy shall be **mandatory observed** by all the companies or subsidiaries under the direct management of MAXAM.
-  On the basis that Quality is a vital discipline to the **competitiveness and sustainability** of the company, development thereof should be regarded as a **managerial function** and, as such, should be **assumed, lead and managed by all managerial staff** under their field of management.
-  All **products** and, where applicable, **services shall conform to applicable regulations in force** in the country or countries where those products or services are manufactured, transported or traded.
-  No product or service shall be placed in the market unless its design has been previously **verified, validated and approved** for its intended purposes. Where a same trademark is manufactured in various companies or subsidiaries or, even outsourced, **quality levels and requirements shall be fully equivalent**.
-  Design of **products and services** as well as effective production or supply thereof shall be **based on high quality standards**.
-  The more critical to Quality **raw materials, third-party products or services** shall be acquired from **suppliers** offering appropriate guarantees (for instance: quality, safety, regulations observance, etc.)
-  Any aspect relating to Quality shall be managed in a **methodical and systematized** manner by identifying, measuring and analyzing the main processes for **continuous improvement**, and with the ultimate goal of achieving **clients' satisfaction**.
-  **Training** regarding Quality shall be given to **all staff**, on the basis of their job functions. The above mentioned shall be subject of special consideration for **incoming personnel**.
-  Every Company or Subsidiary based in or trading their products in the **European Union or in any member country of the European Free Trade Association (EFTA)** shall have an **ISO 9001** certification, granted by a member of the International Quality Net –IQnet– Certification body.
-  Any company or subsidiary operating or trading products in countries where **ISO 9001** certification is or may be appreciated by **clients**, shall seek to gain the said certification.
-  Companies or subsidiaries may lay down their own **Supplementary Quality Policy** to this Corporate Policy that under no circumstances shall contradict, amend or preclude the said Corporate Policy. This supplementary policy shall have the **express approval of the Quality Corporate Management** that may also authorize any **express exceptions duly motivated**.
-  The Corporate Quality Management shall **enforce fulfilment of the implementation of this Policy** through training, dissemination, cooperation with any company or subsidiary that may require so, performance of audits, and through follow-up of information or indicators.
-  Business Units may propose to the Corporate Quality Management, for relevant analysis and consideration, **as many initiatives as deemed appropriate** in this regard, an aspect to be fully fostered and encouraged by the said Management.
-  **Frequency of the above mentioned audits** shall be established based on the degree of development on this issue of each Group company or subsidiary. **Observations and recommendations** resulting from those audits shall be **strictly considered** through implementation of precise remedial means and actions.
-  With the sole objective of **coordinating aspects affecting more than one company or subsidiary of MAXAM**, the Corporate Quality Management may establish common action procedures, specifications or provisions, or specific guidelines for the mentioned companies or subsidiaries.
-  Every company or subsidiary shall appoint one person with responsibility for Quality that, irrespective of other tasks assigned to him, has sufficient authority to ensure that requirements under this Policy are developed and implemented.