

QUALITY AND ENVIRONMENTAL POLICY

FABRICACIÓN METALES DUROS S.A.L. Is a forerunner in HARD METAL SINTERING for the manufacture of INDUSTRIAL TOOLS AND EQUIPMENT in Spain, and has contributed to the development of many sectors of industrial activity for decades.

Our current strategic approach is focused on meeting more specific market demands by manufacturing SPECIAL HARD METAL PARTS ACCORDING TO CUSTOMER DRAWINGS AND SPECIFICATIONS applying the latest COMPACTION AND SINTERING techniques to maintain the leading position we have enjoyed for many years in this segment.

MANAGEMENT is disseminating this POLICY, so that it can be understood by the whole organisation and in the expectation, it will be complied with in order to achieve the following objectives:

- 1.- PERMANENTLY SATISFY BOTH CUSTOMER REQUIREMENTS AND LEGAL REQUIREMENTS. Products supplied to the MARKET must be suitable for use, meet their performance requirements and be safe and reliable. It is also a fundamental objective to INCREASE CUSTOMER SATISFACTION in all aspects affecting their perception of the service and product FMD supplies.
- 2.- BE COMPETITIVE IN THE MARKET, through correct application and compliance with the MANAGEMENT SYSTEM, we shall manage to control and reduce COSTS BUT NOT QUALITY eliminating the wasteful use of operations that do not add value to the product. EMPLOY AN ORGANISATION-WIDE ZERO DEFECTS culture.
- 3.- RESPONSIBILITY in all aspects of the activity that IMPACT THE ENVIRONMENT. This involves appropriate MANAGEMENT of aspects like working to MINIMISE the GENERATION OF WASTE AND RESOURCE CONSUMPTION. That is, work on PREVENTION AND ENVIRONMENTAL IMPROVEMENT in the terms expressed in our ENVIRONMENTAL COMMITMENT.
- 4.- PRACTICE TEAMWORK THROUGHOUT THE ORGANISATION, obtaining participation from all staff in problem solving, CONTINUOUS IMPROVEMENT and the Prevention of Pollution. We must direct our efforts towards detecting weak points and having the necessary actions available to improve environmental management.
- 5.- ADOPT, WHEN ANY PROBLEM APPEARS, the necessary corrective and preventive actions, investigating potential causes of mistakes and thus eliminate them.
- 6.- WORK ON ADVANCED QUALITY PLANNING which consists in PLANNING the activities envisaged, EXECUTING THEM according to the plan and EVALUATING the results to work on CONTINUOUS IMPROVEMENT. That is, work on PREVENTION.
- 7 - INVOLVE OUR SUPPLIERS, as an integral part of our Quality chain, assuming the same responsibility in relation to our CUSTOMERS.
- 8.- WORK THROUGHOUT THE ORGANISATION under the concept of customer satisfaction applying it rigorously to our permanent relations with all INTERESTED PARTIES.
- 9.- TRAIN ALL PERSONNEL IN THE ORGANISATION to comply with the environmental requirements and aspects linked to our activity. Training in their duties and support and monitoring so that environmental sensitisation is reflected in daily activities.
- 10.- Systematically INFORM staff of the progress being made.

The capacity to maintain CURRENT MARKETS and progress in new ones, shall be consolidated by working on the policies contained here and aligned with THE FIRM'S GENERAL OBJECTIVES.

MANAGEMENT UNDERTAKES to provide all the necessary resources within its reach to comply with this POLICY and adapt it according to developments in the MARKET and TECHNOLOGIES.

Bilbao, 23rd October 2017



MANAGEMENT