

## QUALITY POLICY

Satisfying the needs and expectations of our Customers is the ultimate motivation and objective of our Company, for which all stakeholders are involved in the process of continual improvement, with the aim of making the Organization more competitive, effective and efficient. **Quality** is a key element in fulfilling this goal, and **ELO Automotive** has implemented a **Quality Management System** for this purpose, in accordance with the **ISO 9001** standard.

Our Quality Policy is based on the following principles:

### Customer Satisfaction

We continually evaluate our Customers' satisfaction and seek to improve it, striving to exceed their expectations. To this end, we have a wide range of solutions, guaranteeing high quality products and services, suited to different requirements and specific needs.

### Fulfillment of Requirements

Our products are thought, designed and manufactured aiming compliance with Customer's, statutory and regulatory requirements, using the best raw materials and components, and to be supplied within the agreed delivery time and location.

### Continual Improvement

All of our processes, equipment and employees are in constant development, with the commitment of continuously improving our products and services.

### Employee Involvement

At **ELO Automotive** the whole team is responsible for complying with the provisions of the **Quality Management System**, using their skills for the benefit of the Organization and binding themselves to the principles that constitute this Quality Policy.

### Collaboration with Suppliers and Partners

We seek excellence and optimization of resources through collaboration with our Suppliers and Partners, as well as flexibility and speed in responding to our Customers, guaranteeing them the highest levels of **Quality**.

The Management of **ELO Automotive** assumes responsibility for the **Quality** of the products and services provided by the company, through compliance with the principles set out above.



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**José Justino**

Chairman of the Board

Casal do Marco, 27th July 2020