



## QUALITY POLICY

### "CLIENTS, ALWAYS OUR PRIORITY"

**CASEMATES IBERIA, S.A.**, which is a company engaged in the commercialisation and distribution of tobacco and duty-free products, has decided to implement the international quality standard UNE-EN ISO 9001:2015 in order to promote the optimal development of its internal management and ensure that its clients receive safe and reliable products that meet their requirements and satisfy their needs and prospects.

Therefore, **CASEMATES IBERIA, S.A.** Management, on its engagement with the constant progress of our organization, and according to this quality policy, assume the next principles, which shall be embraced by our staff and taken as a reference during their daily agenda.

- ✓ Solid engagement with the principles of this quality management system, providing those necessary resources to achieve the corporate excellence and applying the leadership and guide on the implementation and application of conducts in line with our quality management system.
- ✓ Ensure that legal, normative and regulation requirements applied to our agenda are met.
- ✓ Foster the participation, constant training and information, motivation and implication by all the staff in meeting of the proposed quality goals in order to reach the maximum qualification to perform their daily agenda and constant progress of our quality system.
- ✓ Use the latest technological developments in our daily management and agenda, constantly adjusting and improving our staff.
- ✓ Ensure our clients receive the highest quality products that meet their requirements so that they satisfy their needs and prospects, working with trusted suppliers all the time.

**CASEMATES IBERIA, S.A.** will assess the risks associated with their procedures, implementing internal control measures into suppliers and the rest of collaborators in order to prevent potential deviations or non-compliances associated with our quality management system.

This policy serves as a reference to assess and review the adequacy of our quality management system periodically in regard to the set goals. **CASEMATES IBERIA, S.A.** makes this policy available to all interest groups associated with our global context as organization.

**José Manuel Vargas Romero**  
Management

El Puerto de Santa María, November 29<sup>th</sup> of 2019