

The General Management of EFAFLU Bombas e Ventiladores, S.A. sets for the company as basic requirements, the commitment and involvement of all in compliance with the standard ISO 9001 and in the continuous improvement of the company establishing its **Quality Policy** in the sense of,

1. Ensure customers satisfaction and meet their expectations.
2. Compliance with all the requirements applicable to the product and, in general, the activities undertaken, including normative, statutory and regulatory requirements.
3. Continuously improve the effectiveness and efficiency of the Organization and its processes.
4. Continuously increase the satisfaction of shareholders, employees and stakeholders.
5. Prioritize certified suppliers, qualified with the highest reliability and committed to the EFAFLU code of conduct.
6. Promote a sustained growth in the markets of activity.

Note:

The Quality Policy lies in the "Quality Manual", on the website www.efafllu.pt and posted on several sites of the company, for general knowledge.

