



QUALITY POLICY

GANDIA BLASCO, S.A.

GANDÍA BLASCO S.A. has always adapted to needs of a constantly evolving market, based on principles and values which are deeply rooted in the organisation, with design and quality that have made it a sector benchmark.

MISSION

GANDÍA BLASCO S.A.'s main mission is to cement its business expansion strategy and to be a world leader in designer outdoor furniture.

VISION

We focus our efforts on offering innovative, elegant, functional products manufactured with high quality materials with differentiated, exclusive designs that make them unique, striving to enrich the variety and style of our products through the languages of different designers.

We aspire to be a customer-centric company, one which creates value and is socially responsible; recognised for continuously improving and modernising its processes and systems.

VALUES

- Teamwork. We work rigorously and efficiently as a team, seeking to satisfy customer expectations at all times.
- Excellence. A permanent quest to achieve high quality products and services, fostering continuous improvement to ensure maximum customer satisfaction.
- Committed to our customers. We offer high quality, reliable, responsible products and solutions that fulfill our customers' individual needs with the flexibility the market demands.
- Committed to our employees. We take good care of our workers, who are committed to the company and interactive on all levels, fostering respect among workers and facilitating a good work-life balance. We encourage training and raise awareness to make all personnel accountable for quality, satisfaction and customer service.
- Liability. We ensure compliance with applicable laws and regulations, fulfilling our commitments to customers and other stakeholders, implicit and derived from the use foreseen.
- Professionalism. Our processes are based on optimised use of resources and processes, the incorporation of new materials and technologies and the most highly skilled professionals in our sector.
- Trust. Our customers rely on our ability to meet delivery deadlines and our determination to deal with claims and suggestions quickly, efficiently and effectively.
- Management Commitment. Management is committed to the "Quality Policy", conducting annual system reviews, included in the management system reviews, to ensure compliance with customer and regulatory requirements, making any necessary changes and adapting it to the nature of its activities and the organisation's general strategy. It is also committed to establishing objectives that improve service quality, with a policy which is also reviewed every year by Management.

Sergio Pastor Francés
General Manager

Ontinyent, 19 December 2017