



Fundada en 1856

# FÉLIX RIBERA e HIJOS, S.A.

C/. Pagès Ortiz, 94 - P.O. BOX 4 - 17230 PALAMÓS (Girona) - España

## QUALITY POLICY

The Board of Administration and the Executive Manager know that in Félix Ribera e Hijos' activities, quality is one of the most important factors for the development and the continuity of the company. For this reason they assume the responsibility of defining, implanting and maintaining a quality policy according to our customers' needs and expectations considering the environment where we are, our characteristics and our strategic plan.

The quality policy has been extended to each and every level within the company so that everybody can understand it, implant it and maintain it. It is also available to all its stakeholders (corporate website).

Félix Ribera e Hijos' quality policy is based on:

- The service we offer as Shipping, as Customs, as Logistic, is an effective quality service, with a guarantee of success, because our market demands competent enterprises that are committed to continuous improvement.
- Félix Ribera e Hijos defines itself as a company that seek to be a model and a leader and it has its own Quality Management System, based on the firm's main objective: to offer a quality service through effective management of the available resources.
- The effort made by Félix Ribera e Hijos on quality, is based on a great team-work which has answered with enthusiasm whenever it has been necessary to respond. This team-work is the most important capital resource for Félix Ribera e Hijos because it is the main power and engine that will allow us to fulfill new and continuous challenges.
- With the Quality Management System, based on the standard UNE-EN-ISO 9001:15, we are committed to satisfying the needs and expectations of all our clients, and the legal requirements.

This commitment to quality is the effective way to obtain a strong position in our market and to have the satisfaction of doing our work well. This is the key to our success and what defines our objectives.

Xavier Ribera (Executive Manager)  
Palamós, 3th September 2019

