

## QUALITY POLICY

The management of LENARD bcn, S.L., with the intention of ensuring the provision of service and the quality of its products, establishes in this document its policy for Quality management, and undertakes to disseminate it at all levels of the company and to provide the necessary resources for its implementation.

Continuous improvement of our products and services are the benchmark values in the Quality management of our company. To this end, the commitments of LENARD bcn, S.L., on which our Quality management system is based, are set out below.

- Commitment to promoting the highest quality of service for our customers, ensuring the satisfaction of their requirements and expectations.
- Commitment to compliance with applicable legislation and regulations, as well as other stricter requirements that LENARD bcn, S.L. assumes.
- Commitment to ensuring the continuous improvement of our processes by establishing and periodically reviewing our quality objectives.
- Commitment to promoting understanding and dissemination of the Quality management policy within our organization, through ongoing training and communication with our employees.

Vic, March 2011

Management