



QUALITY POLICY

*The companies that constitute the **James Rawes Group** have the utmost objective of ensuring compliance with customer, legal and regulatory requirements, aiming at customer satisfaction and a continuous improvement of their services.*

To this effect, it commits to continuously implement, maintain, monitor and improve the effectiveness of the Quality Management System designed according to ISO NP EN 9001:2015.

*The **James Rawes Group** is committed to ensuring the competence and professionalism of its employees through the use of rigorous working methods and training support. It also undertakes to provide the necessary resources and infrastructures to perform the service in accordance with the requirements and expectations of the customer.*

*The **James Rawes Group** considers important, in order to ensure the quality of the services provided, a good relationship with the interested parties, amongst others, the external suppliers to guarantee that they provide a service in accordance with the quality levels required.*

*This Quality Policy has the commitment of all personnel of the **James Rawes Group**, at all levels and assumes Quality as a determining factor of organizational culture. So, to express our full support and commitment, we sign it.*

The Management

Date: 20-09-2018