In COSMOS GROUP and in its companies, we pursue a common goal: to successfully survive in the automotive market, while continuously increasing profits for all shareholders and workers.

To achieve this it is necessary to achieve and maintain customer satisfaction/customer loyalty, which is only possible by delivering a product and providing a service:

- That meets quality requirements
- At a competitive price
- In the required quantity and with precise timing

The three factors cited above should be given the same importance. It is not possible to achieve customer satisfaction/customer loyalty if one or more of these are missing. On the other hand, this isn't sustainable unless an economic benefit is generated for our companies.

Hence we must establish annual Quality Objectives based on the following pillars:

- We must offer products that:
  - Fulfill the needs and expectations of our automotive customers, the engineering specifications and the applicable regulations.
  - Are manufactured by reliable and safe, means that are designed and maintained keeping in mind the attainment of 0 defects.
  - Are supplied in due time at competitive prices.
  - Are obtained at a cost that provides the expected profit for our group.
- Our manufacturing processes respect the environment and fulfill the applicable rules and laws as much in the matter of the environment, as in that of occupational safety.
- Promote policies to prevent occupational risks, while guaranteeing compliance with applicable laws and continuously improving safety conditions and health at work.
- We must actively collaborate in improving our customers' competitiveness.
- The internal clients will be treated with the same degree of dedication, rigor and urgency as the external ones.
- We will consider and manage our supplier relations as an extension of our business, while dismissing those suppliers that do not take ownership of the quality policy of the group.
- Our management system should be systematized, based on new information technology, implemented, documented and maintained updated. We must work to achieve continuous improvement of our effectiveness and efficiency, eliminating all activities that do not add value, and reducing wastage levels.

All personnel should know these fundamental pillars and contribute their bit to applying them in their daily activities and by improving continuously. The continuous improvement must be a clear and demonstrable fact from year to year. The achievements will be documented annually.

With the application of this policy, we are sure to get satisfied customers. This allows us to offer our employees interesting opportunities for professional development, while meeting the expectations of our shareholders and ensuring our desired survival.

Juan Ángel Irigoyen
Director General Grupo Cosmos
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