

Declaration of our Quality Policy

Quality is one of the main pillars of progress of the Tompla activity. For this reason we consider that:

- Quality is meeting our clients' needs, which is achieved by focusing on their requirements and doing our job properly.
- Quality is the result of the systematic application of processes and the effort and work of every employee in the organisation.
- Quality in our work is the fundamental tool for continuous improvement.
- Tompla stands out for the Quality of its products and service.

Our policy is based on the message disseminated by the founders of Tompla:

"Getting to know the client is important to us, knowing what they want, always being the best for them and never considering our obligation to them as having ended."

This key that allowed us to open the door to the future is, these days, the basic premise of the organisation. For that purpose, we follow these guidelines:

- Not be mere suppliers of folded paper.
- Approach clients directly; provide custom-made responses to every order, every client and ever sector.
- Be known as an open and imaginative manufacturer, not just for envelopes as a product, but for envelopes as a service or solution.
- Have complete and versatile industrial infrastructure, organised to respond with flexibility and without fault.
- Have people available to respond quickly, accurately and intelligently, with contributions that go beyond the mere execution of tasks.
- Incorporate as collaborators those suppliers able to integrate in the customer service ideas and demands.
- Be where the clients are, with a geographically localised organisation, prepared to attend clients in person.
- Sell service, not just finished products; find clients, not just orders.

The Tompla management team makes a commitment to provide the means necessary for the implementation, development and continuous improvement of the effectiveness of the Integrated Management System for Quality and the Environment, and thus meet the legal and statutory requirements, and those of our clients.

For this purpose, the Management considers the training of all organisation employees to be of vital importance, as well as maintaining some channels of

communication, enabling a correct flow and analysis of the information in the organisation and facilitating the management and improvement of all processes, including within the Integrated Management System for Quality and the Environment.

For the application of this policy, quality orientated objectives are defined, which are periodically reviewed to ensure compliance.

Francisco Zambrana
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