

**The mission of Grupo CELO is to offer to our customers an extensive range of high quality, technical fixings and technical screws**

Our primary focus is to develop innovative products that reduce the installation and/or assembly times which often represent the higher part of the total fastening costs.

Since sooner or later our products will enter the mature stage, we must work hard, day by day, to improve our efficiency and reduce our cost to keep Grupo Celo long term competitive in a challenging international market.

**Our final objective is that our customers consider that our products and services bring a high added value to their business, and, consequently, they are totally satisfied with our Company.**

By consistently achieving customer's satisfaction, we will keep their long-term loyalty, our market reputation gain new customers, and expand our business.

**Ultimately, customer's satisfaction is the only way for Grupo Celo's to achieve a long-term healthy and sustained growth above the market average.**

Our technical and sales teams must be close to the local customers, to understand "first hand" the diversity of requirements, detect opportunities, while offering a good service of "proximity" our distributors and final end users.

In order to guarantee our "know how", the desired technical performance, the quality and competitive costs of our products we shall preferably produce internally. But when these targets are better achieved with external sources, we shall ensure our competitive position by outsourcing to dedicated specialized suppliers with whom we shall intend to build long term relations.

Our supply chain must be a competitive advantage: We must strive to offer high quality, and cost competitive products manufactured by our factories or by global key suppliers. At the same time we shall ensuring a good local service, and minimize the total logistic costs.

Grupo CELO's quality policy requires our team to:

1. Understand our customers' needs, expectations, and working methods to propose products and services that will bring added value to their business: Meeting technical, quality, logistics, regulatory requirements, and reducing the cost involved.
2. Challenge ourselves to develop innovative solutions that can set our company ahead of competitors.
3. Ensure that both, Grupo CELO's and our outsourced operations are conducted without defects and at minimum cost, through continuous improvement of processes.
4. Know our supplier's capabilities and cooperate in their continuous improvement.
5. Focus the work of our Quality System on preventing defects.
6. Effectively channeling clients' complaints must be considered as an opportunity to develop improvement actions.
7. Be committed and be proactive in environmental and safety issues.
8. Make compatible the quality and environmental management policies with the corporate growth strategies and objectives of the company:
  - Guarantee that our activities and development are sustainable and respectful with the environment
  - Use natural resources reasonably, and do a correct waste management
  - Keep the facilities within legal requirements
  - Reduce risks and any harmful impact against our employees and environment
  - At Grupo CELO we prove our commitment and compliance with Corporate Responsibility with the implementation of an Anti-bribery policy, an Employee code of conduct policy, and a Policy of reporting irregularities.

Ramón Ceravalls



Castellar del Vallès, 24/08/2017

General Manager Grupo CELO