



## **SOLERA QUALITY POLICY**

Solera was born in 1967 in Hospitalet de Llobregat (Barcelona). Mr. Mariano Verdejo Solera created it with a **future vision** of the **commitment** to the quality of the manufactured products. Since then, we have been so sure of it that we do not limit the return of non-compliant products.

In 1973, Solera moved to the small town of Cañete (Cuenca). At that time, all the products manufactured by Solera (the majority in urea resin) were sold in the national market.

In 1984, Solera moved part of the production (especially resin lamp holders) to the Valencian town of Paterna, more specifically to the Fuente del Jarro Industrial Area (where the company's headquarters are currently located), to be closer to the lamp's manufacturers, a type of customer that was already beginning to demand certified products.

In 1990, it acquired a company that manufactured flexible cables following the UNE 21031 standard. The cable sector was already within the European HAR agreement and required all manufacturers to have implemented the most important points of the EN ISO 9001 quality standard.

On the other hand, it begins the exportation in very different markets, but also very demanding in terms of product quality and company certification.

As it should be, Mr. Mariano Verdejo adapts, and with the help of technicians hired to carry out the project and external consultancy, **balanced** the processes and began the implementation of a quality system based on the standard UNE EN ISO 9001, obtaining the company registration certificate from AENOR in 1997.

Since then, the quality system has helped us to:

- **Develop** ourselves in a **sustainable** way, considering ethics and social responsibility.
- Create cleaner and more organized workspaces, work procedures that help **communication** and the daily work of all company workers.
- **Efficiently** control the quality of manufactured products.
- Create **team spirit** and involve everyone in the company in quality.
- Implement quality controls for purchased products and evaluate suppliers through audits or product controls.
- Act in the relationship with our clients with **coherence, transparency, generosity** and **honesty**.

In addition, the **creativity** that exists in the company allows us to develop products that **respect the environment**.

The quality is guaranteed by the company registration certificate issued by Aenor, we have implemented controls of the finished product so that all our stock reaches the market in compliance with customer requirements, standards, regulations, European directives and all legal requirements and regulations required for the product.

The results of the annual follow-up audits of our quality system confirm that we are a **solid** company and continue to manufacture and provide quality services. They also confirm the company's **commitment** to **continuous improvement** in its products and processes, researching, studying feasibility, and implementing **innovative** technologies that help us remain in one of the most competitive markets.

To achieve all this, we rely on the following aspects:

■ **Knowledge and understanding of internal and external issues necessary for Solera's purpose and business strategy.**

With this point we indicate that Solera knows and fully understands all internal issues, such as values, culture, knowledge, the internal development of the company, and external issues, such as legal, technological, competitive, market aspects, cultural, social and economic at local, regional, national or international levels.

- **Measures aimed at selecting suppliers, monitoring and measuring their production capacity.**  
With this point, what we want to achieve is that the raw materials and components that SOLERA buys from its suppliers enter the factory with the required quality. To this end, suppliers are selected that can provide the required quality, as well as compliance with delivery deadlines so that our production does not stop and thus be able to serve orders on time, improving customer satisfaction.
- **Measures aimed at the correction and continuous improvement of processes and the Quality and Safety of products.**  
We achieve this point by listening to the opinions of the workers in their jobs to improve processes, for example, an assembly; acquiring the technology capable of providing the required quality and designing safe processes and products that meet customer needs.
- **Measures aimed at correction and the company's commitment to the continuous improvement of supplies to our customers.**  
This is intended to ensure that all products that come out of SOLERA meet the required specifications, which is why we put controls in the manufacturing process so that what reaches the customer is in perfect condition and, above all, the commitment of the entire organization to improvement.
- **Satisfy our customers' expectations with our products, with SOLERA's Management committing itself to involving all company personnel in these expectations.**  
Customer visits to the factory are very important because they really know what we are like, a company with people capable of giving them what they need. In general, their needs are quality, price, service and good personal treatment. Each one, depending on how your company is, puts the four concepts in a different order. On some occasions, customers request specific things, such as the height of the pallets that we supply, boxes of a certain color, etc. These aspects are included in the SOLERA system with different references, in the structure of the product, etc., so that it reaches the customer as requested.
- **Ensure compliance with the requirements of the Quality Management System, customer requirements, and the legal and regulatory requirements of the product.**  
At this point, everything said above is briefly summarized, and the legal and regulatory requirements are included, since compliance with them is essential for the product to be accepted on the market. Most of our products are subject to standards and regulations so that they can be installed in a home, such as the Electrotechnical Regulation for Low Voltage, or specific standards such as UNE 20315, which specifies what the boxes we manufacture must comply with. To achieve this, we design the product from the raw material to the container that it has to carry (brands and indications) going through all the processes of injection, assembly, packaging, etc.

Paterna, 12<sup>th</sup> of January 2.018

A handwritten signature in blue ink, enclosed in a blue oval. The signature appears to be "C. Verdejo".

Carlos Verdejo Monfort  
General Director