

QUALITY POLICY OF ALONARTI ENVASES AND SOCIEDADE ARTÍSTICA

The changing market demands require us to strive for customer satisfaction through our work. To achieve this, General Management is committed and seeks the collaboration of all personnel to support, develop, and participate in all programs aimed at meeting customer, legal, and regulatory requirements, as well as continuously improving the effectiveness of the Quality Management System. This also includes ensuring the health and safety of the product's end user by integrating Good Manufacturing Practices for primary packaging materials for pharmaceutical products (ISO 15378) into the Quality Management System.

Additionally, globalization compels companies to significantly increase industrial competitiveness to avoid being displaced by others. Industries operate in an environment of continuous technological progress, where quality is paramount. Overcoming administrative or tariff barriers incentivizes international trade, intensifies competition, and necessitates improving the efficiency and effectiveness of our processes.

ALONARTI ENVASES AND SOCIEDADE ARTÍSTICA, aware of this necessity, promote the establishment of measures to maintain and continuously improve processes and products through a Quality Management System based on ISO 9001 and ISO 15378 standards, aiming to achieve customer satisfaction.

The following guidelines will be observed to this end:

- Company executives must embrace the challenge of driving change toward quality improvement by streamlining processes while reducing costs. They need to take on the role of collaborators, not inspectors, working to improve conditions so all personnel identify with their work and the company.

- With a comprehensive understanding of the company's activities, the management team must foster a participatory and trustworthy environment. Employees should feel comfortable sharing ideas related to quality and productivity improvement, free from fear. Barriers that prevent employees from taking pride in their work must be eliminated.
- Employees must be informed and motivated about the quality commitment as the best way to remain competitive in the market.
- Knowledge and behaviors of all personnel must be trained and updated to enable progress toward a permanent quality culture, where self-control is naturally present.
- Teamwork must be encouraged. Listening to, seeking opinions, and recognizing employees is the best way to ensure they feel valued.

To achieve a participatory and motivated atmosphere that encourages employee creativity, meetings across departments and internal and external training programs must be established. These initiatives will facilitate cooperation and knowledge sharing. Reviewing production processes, implementing a scheduled maintenance plan, optimizing production, and properly allocating human and material resources will reduce industrial costs, improving profitability and competitive market positioning.

On 3/6/2024

- General Manager -