

Quality Policy

1.- Bussines enclaves:

The activity of Industrias San Isidro S.L. is centred on 2 Business Units:

- 1.- Hospitality furniture: Design and manufacture of indoor and outdoor furniture, with a national and international sales network.
- 2.- Equipment: Works for third parties for sectors such as the poultry sector, metallic accessories for shop fittings, commercial refrigeration.

2.- Mission:

To grow rapidly and consistently in the markets in which we are present, innovating continuously, providing our clients with a continuously, providing our customers with excellent attention and service.

To comply with the regulations and quality principles necessary to satisfy our customers and meet their requirements.

We strive to deliver value to investors whilst providing growth and enrichment opportunities for our employees, our business partners and the communities in which we operate. And in everything we strive for honesty, fairness and integrity.

We are always committed to improving our quality management system in order to maintain our standards.

3.- Vision:

To be recognised in the Spanish and international market for offering innovative solutions at the most competitive prices in the market with excellent service.

4.- Values:

Our values represent our identity as a group. We are different because the people who work at iSiMAR make this company an unique and differentiating project.

We strive for innovation, we work as a team in a rigorous and transparent teamwork with a high sense of customer service, seeking at all times to meet your expectations.

- **Innovation:** We actively seek opportunities to improve products and services and create new business opportunities. We take advantage of all situations to provide innovative solutions. We constantly update our technological knowledge to be pioneers in innovation.
- **Solution:** We understand the needs and expectations of our customers and develop custom, agile and innovative solutions for all projects' needs.

We serve our customers efficiently, maintaining at all times an agile and decisive behaviour that enhances the credibility and reputation of the company and its professionals.

We strive to interpret our customers' demands, which is our main priority.

- **Collaboration:** We know how to work in multidisciplinary teams, from different departments, companies and countries, generating a climate of trust and mutual respect. We cooperate with the rest of the organisation, assuming commitment in achieving common goals.
- **Rigour:** We follow the established procedures to achieve the best quality possible. We operate in the strictest sense of professional ethics. We act with responsibility, discipline and efficiency.
- **Respect:** We show appreciation and care for all parts involved. We do not accept offensive or humiliating attitudes. We ensure that working conditions are appropriate at all times.

Dirección
Noviembre 2021



Eduardo Ruiz de Velasco

