

QUALITY POLICY

The activity that JOSPER®, S.A.U. considers to be in conformity with the quality required according to the International Standard ISO 9001: 2015 is:

Design, Assembly, Commercialization, Start-up and Technical Assistance of charcoal ovens. Commercialization of charcoal and combustion tablets. Commercialization of products and accessories for ovens.

The Policy statement includes the following guidelines:

1. Commitment to comply with the legal and regulatory requirements, requirements and explicit and implicit expectations of our clients and the other interested parties.
2. Based on strategic lines defined in the context analysis carried out, the company's objectives have been defined and communicated at all levels of our structure.
3. To implement Quality indicators, as well as track the level of progress of them, so that we can know and ensure the product and the level of quality desired by our client.
4. To ensure that working conditions are optimal by evaluating the risks that may occur in the processes, eliminating them as much as possible and reducing the evaluated risks.
5. To develop continuous training programs aimed at the best qualification of our workers, thus involving all staff in the achievement of all the objectives set out in this document.
6. To consolidate the process of continuous improvement in the performance of all the activities carried out in JOSPER®.
7. To encourage and achieve a motivating environment for all members of the company.
8. Be respectful with the environment by reducing consumption, pollution and the production of waste to conserve natural resources.

Management makes this policy accessible and makes it available to its customers, as well as all the interested parties.

The Policy is up-to-date through periodic reviews, coinciding with the management revisions of the system, in order to take into account changes in the conditions of the environment and the information received. In this sense, the manager provides and will provide all the necessary human, technical and economic resources to achieve the objectives and goals that are periodically established.

General Manager
Bakri Bouchi