



## Quality politics

EGB has focused since its inception to offer quality products and services for plumbing, public and civil works. All this aimed at professionals in the sector.

In a highly competitive market like the one that EGB works, the quality of the product and trying to achieve excellence in the service focused on the distributor are the differentiating elements to be promoted and considered. All this to obtain added value compared to other competitors and thus acquire the required efficiency.

We achieve this in the following way:

- Our image of internal and external presentation will be reflected in our clients, who will see that it is a differential factor ahead of the competition.
- Satisfy the quality, service and price expectations of our clients.
- Know the expectations of our clients to satisfy them.
- Knowledge of the standards and approvals of all products, as well as those derived from our clients' contracts.
- Convey the need to meet legal and regulatory requirements.
- Continuous improvement: Establish tangible objectives to improve products and services.
- Joint collaboration with suppliers: We agree with suppliers a quality policy in all their production and service processes to achieve the best management.
- Promote the philosophy of quality to our employees and external collaborators. All this through continuous training with a single objective: to have full customer satisfaction.

**Date:** January 2021

**Signed:** Jaume Calvet