



## QUALITY POLICY

The company's directors are deeply committed to encouraging and strengthening quality management in MELTA S.A., and to that end we establish the following quality policy:

Optimizing resources, at the lowest cost, in order to achieve the highest productivity, seeking the active involvement of all members of our staff to increase client satisfaction, which will in turn be beneficial for all members of the company.

The company's directors will implement the necessary measures and improvements to achieve the quality objectives.

A Quality Management System requires a process of continuous improvement. This means that all problems, complaints, and comments regarding quality or services must be used as learning opportunities to eliminate the causes or sources for such problems.

Ensuring a constant and smooth flow of information and communication, as well as providing ongoing training, at all levels within the company, are essential aspects in a quality management system.

All members of our staff must be committed to improving their work as much as possible, within their specific work responsibilities.

MELTA S.A.

MELTA ANDINA S.A.

MOSENA S.A.