



QUALITY POLICY

The management of **HERPASA** (*VESSEL WORKS, S. L.*), a company dedicated to the design and manufacture of stainless steel tanks, declares that Quality is a permanent objective in all activities carried out in the organization.

Situations such as the global pandemic caused by Covid-19, the subsequent wars in Ukraine and Israel, the current international tariff policy situation, the lack of energy and fuel, and the climate change have generated a situation of instability in the market, where survival is only possible by focusing on quality and customer satisfaction as the main axis of action for customer loyalty.

To meet the challenges of today's markets, characterized by high competitiveness and increasing customer demands, it is essential that we focus our quality policy on full customer satisfaction, meeting their requirements and striving to exceed their expectations.

Given these prospects, **HERPASA** (*VESSEL WORKS, S. L.*) believes that this concern for customer satisfaction must be driven by a dynamic of continuous improvement that should be disseminated throughout the organization through appropriate training, motivation and increased professional competence.

HERPASA (*VESSEL WORKS, S. L.*) customers are our reason for being, so we must not only attend to and satisfy their expressed needs, but we must also be able to anticipate their expectations through permanent contact that allows us to evaluate the perception that customers have about the products we market.

The professionalization demanded by the market requires us to adapt our processes to the characteristics and needs of each customer. For this reason, continuous improvement of our processes is one of our constant priorities.

The Management of **HERPASA** (*VESSEL WORKS, S. L.*) is committed to the maintenance and continuous improvement of the effectiveness of the implemented and certified **Quality Management System**. To this end, it will provide the organization with all the necessary human, technical, and financial resources, actively ensuring the involvement of all members of **HERPASA** (*VESSEL WORKS, S. L.*) in this process.

As we grow, each member of **HERPASA** (*VESSEL WORKS, S. L.*) must assume responsibility for their tasks at their respective level. The management of our service must be centred on the people who perform it, for which, within their framework of action, they have the authority and ability to organize the activities to achieve customer satisfaction, counting on the full support of Management.

The Management of **HERPASA** (*VESSEL WORKS, S. L.*) is committed to complying with all applicable legal and regulatory requirements, assumes responsibility for providing the necessary resources to carry out these activities, and expects all personnel, regardless of their role or position, to share this commitment to quality by rigorously adhering to the guidelines established in the **Quality Management System**.

Therefore, this Organization is committed to establishing, implementing, and maintaining a **Quality Management System** according to the UNE – EN – ISO 9001:2015 standard.

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